

Contractors On/Off-Boarding



Process Asset Library

Office of Information and Technology

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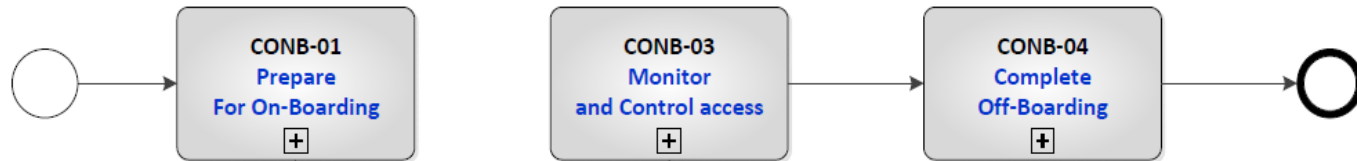
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Process Maps: Contractors On/Off-Boarding

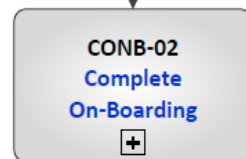
Contractors On/Off-Boarding (CONB)

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Contracting Officer's Representative

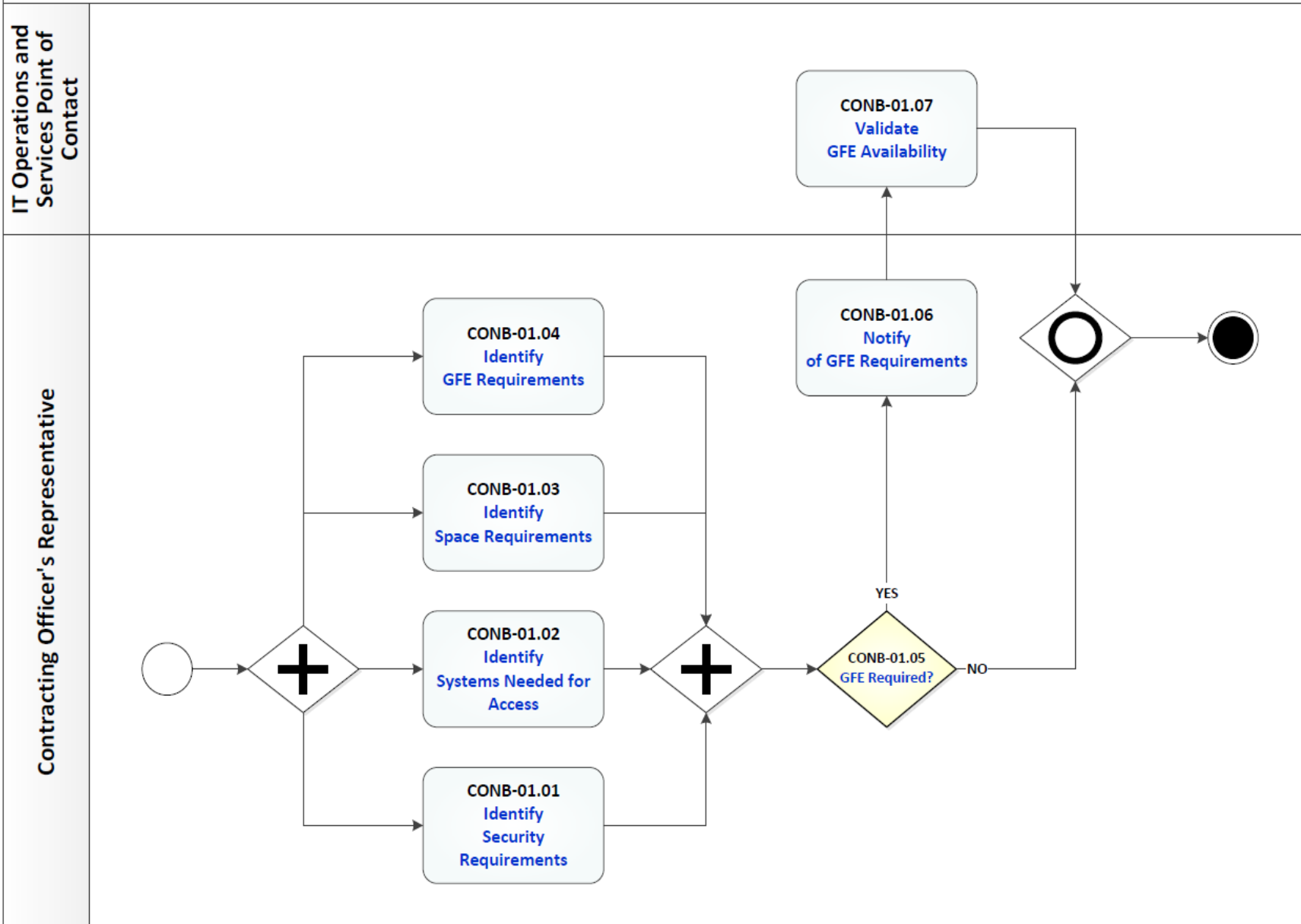


Contractor Lead



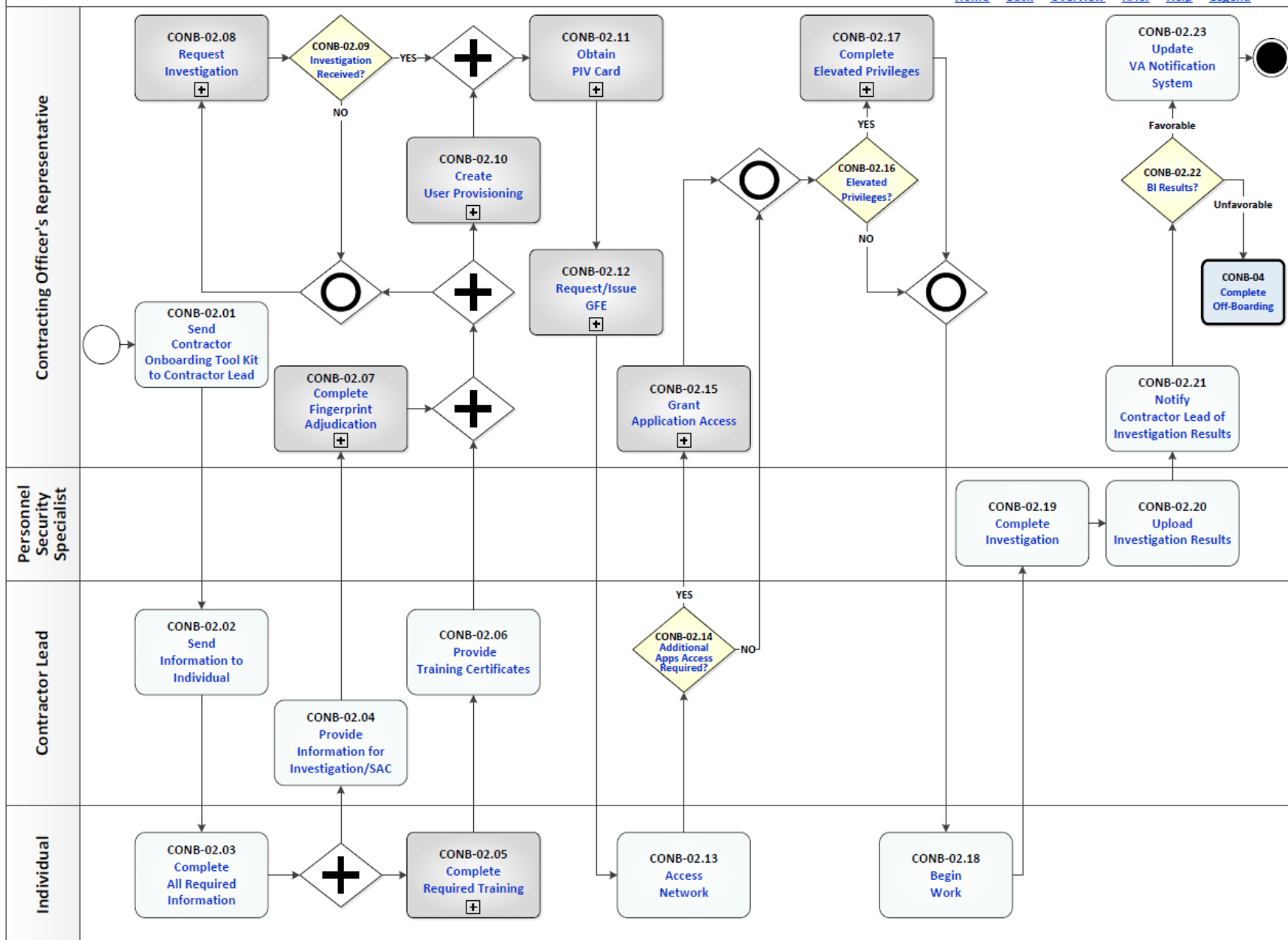
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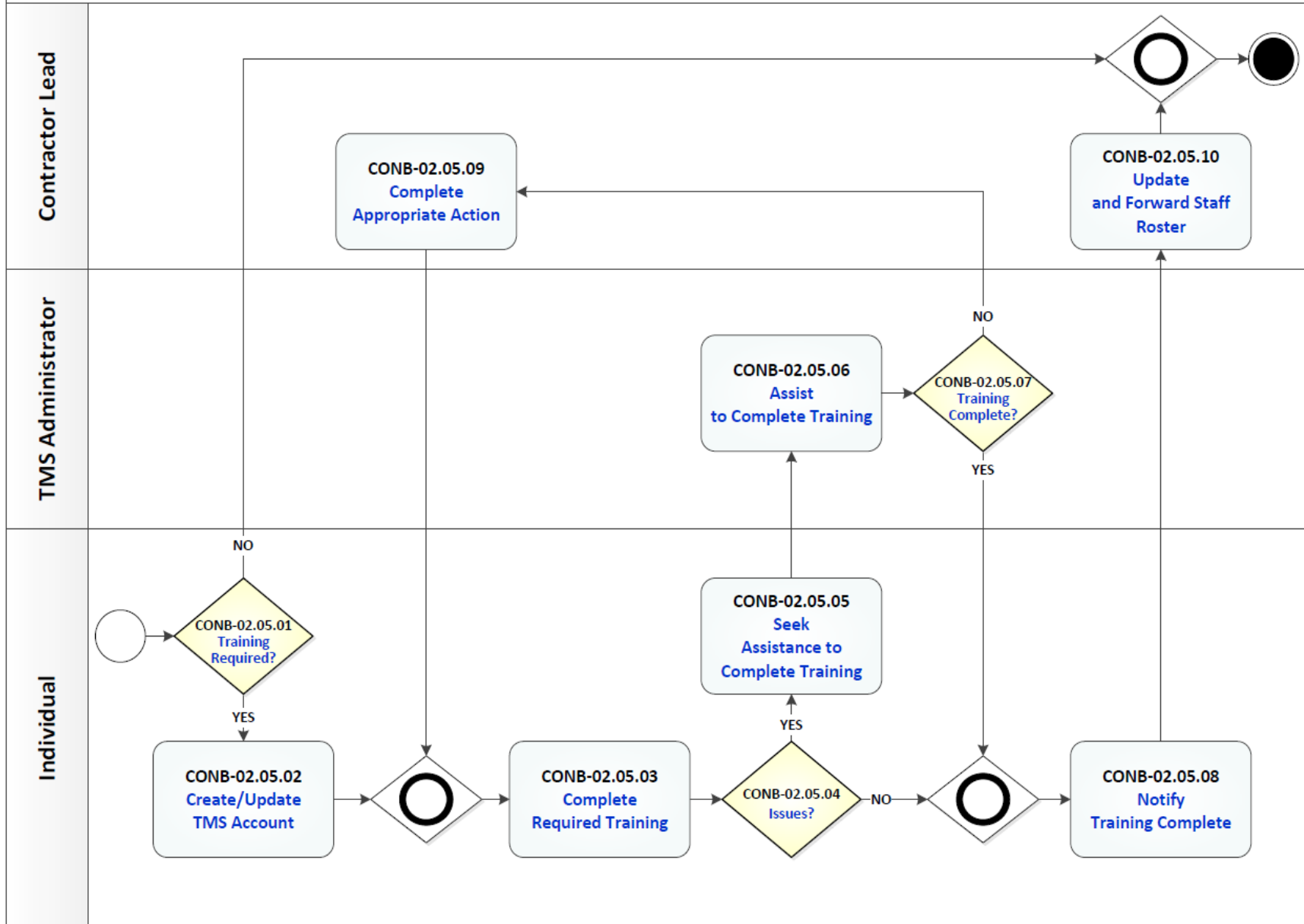
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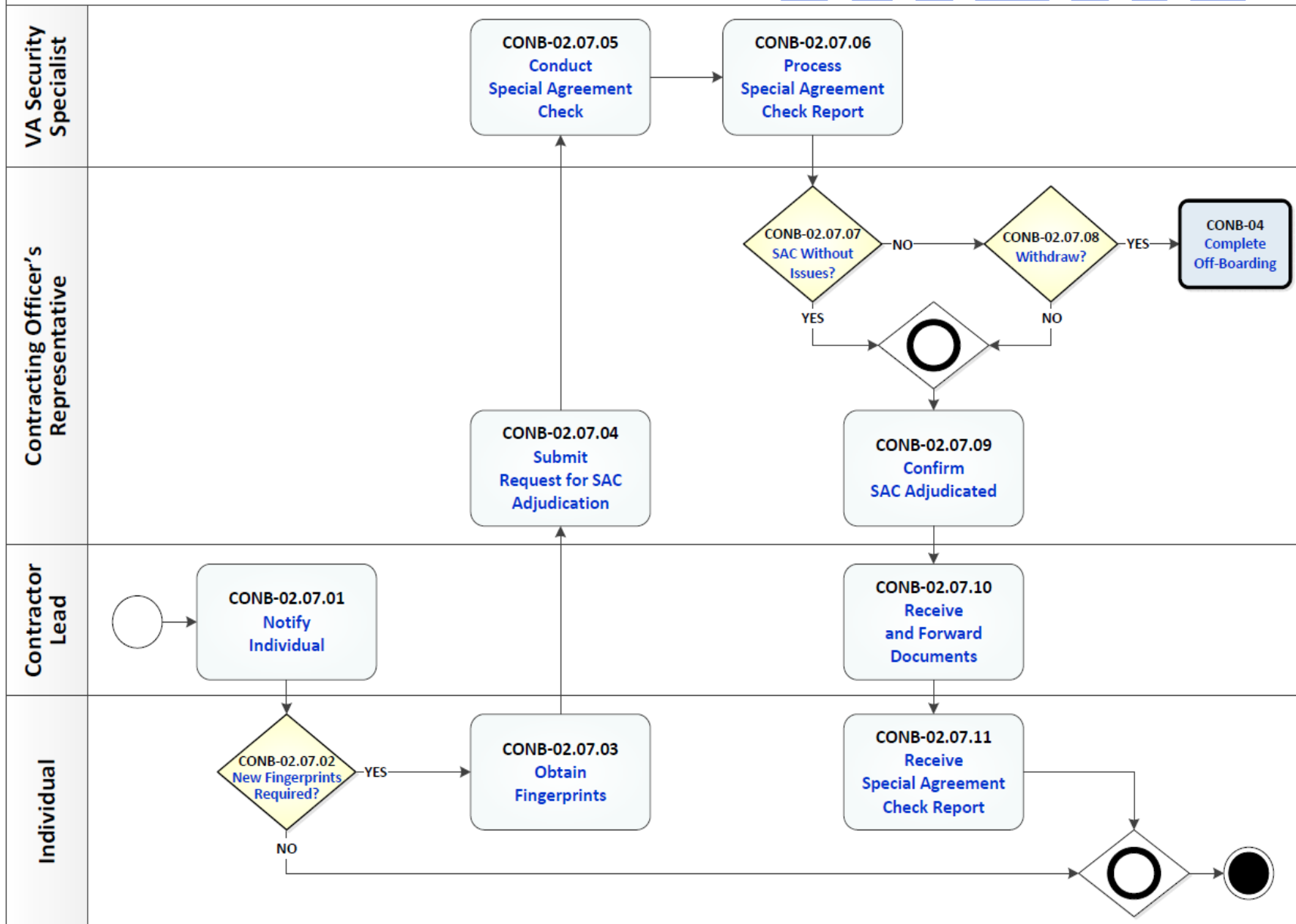
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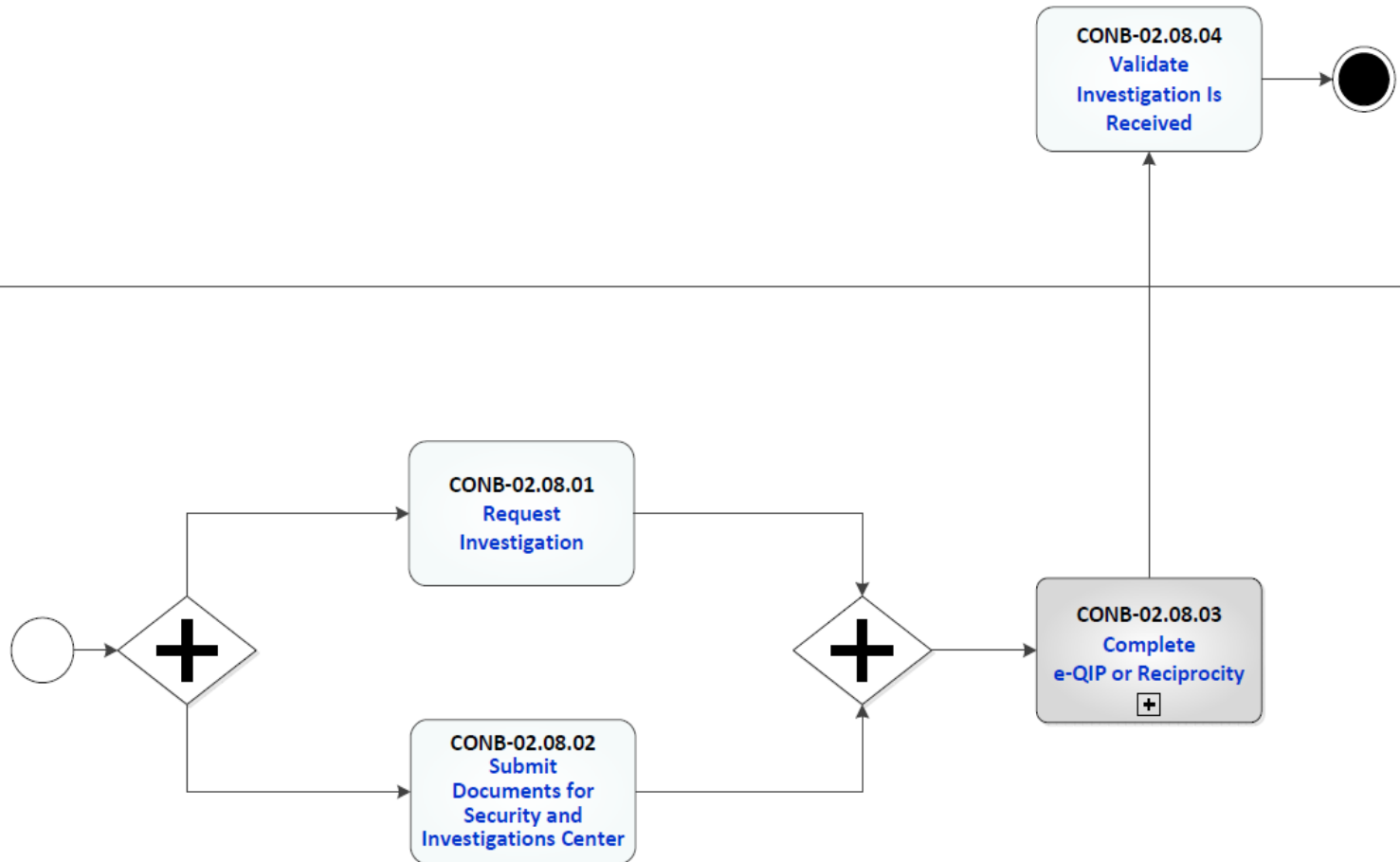


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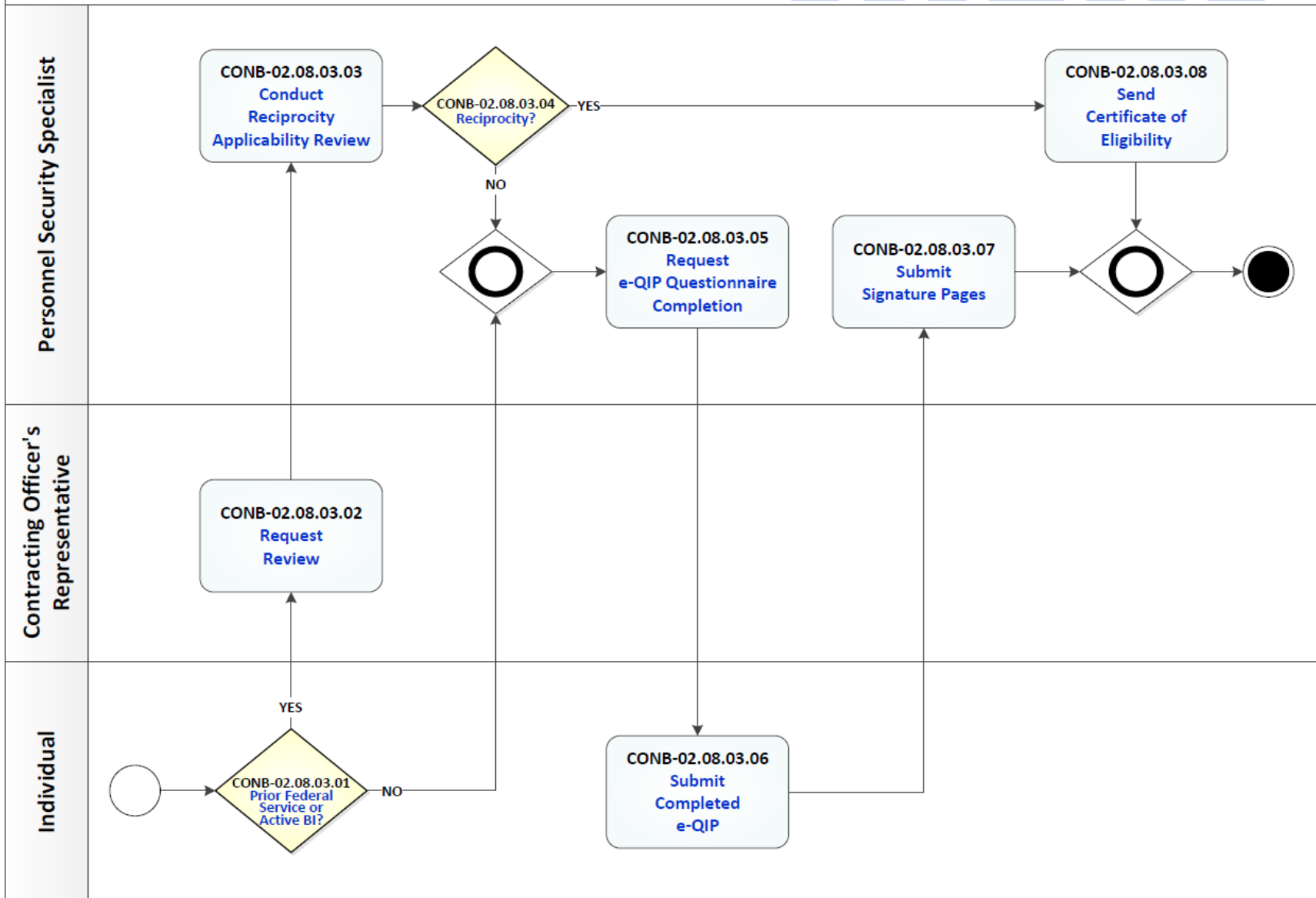
VA Security Specialist

Contracting Officer's Representative



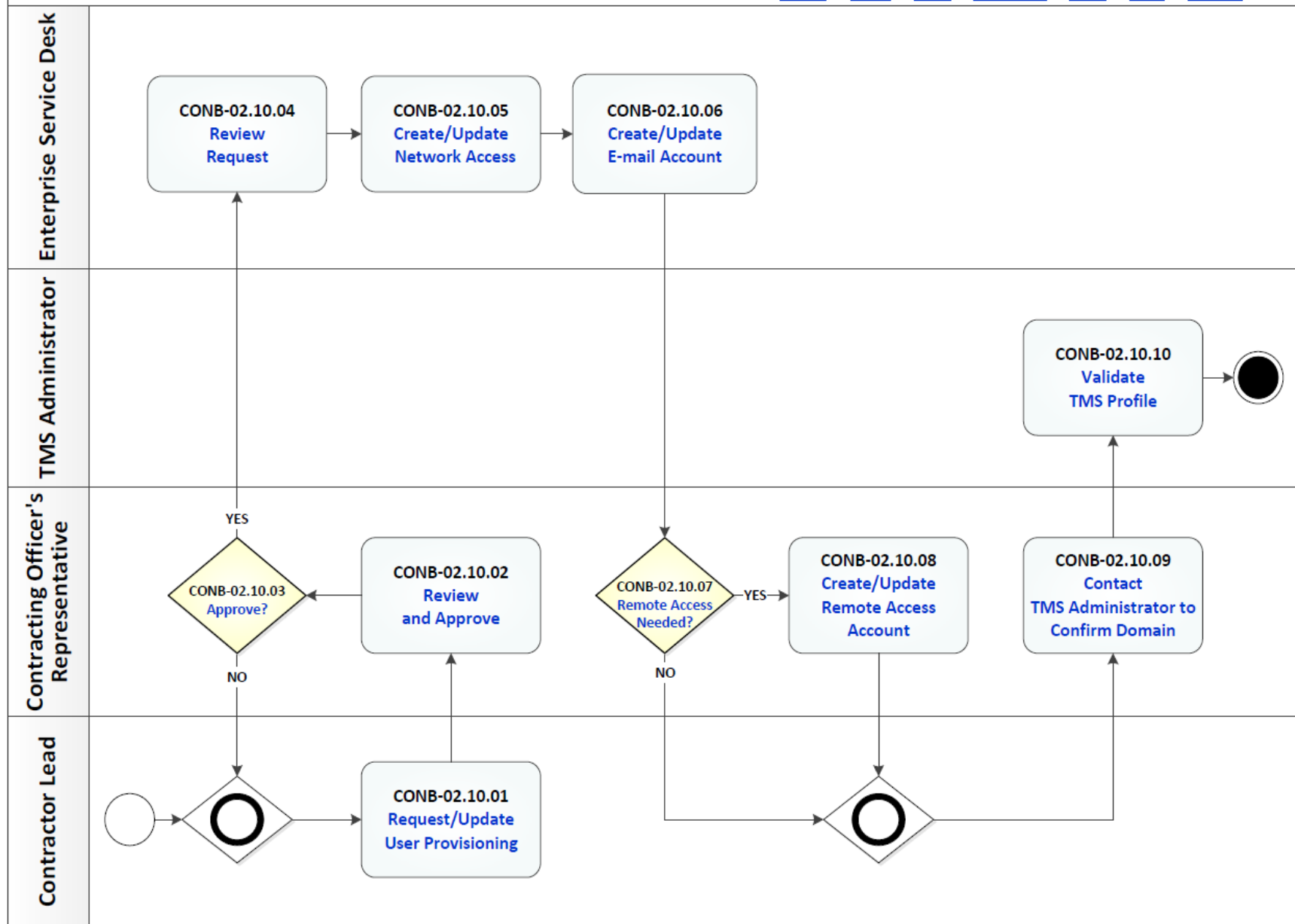
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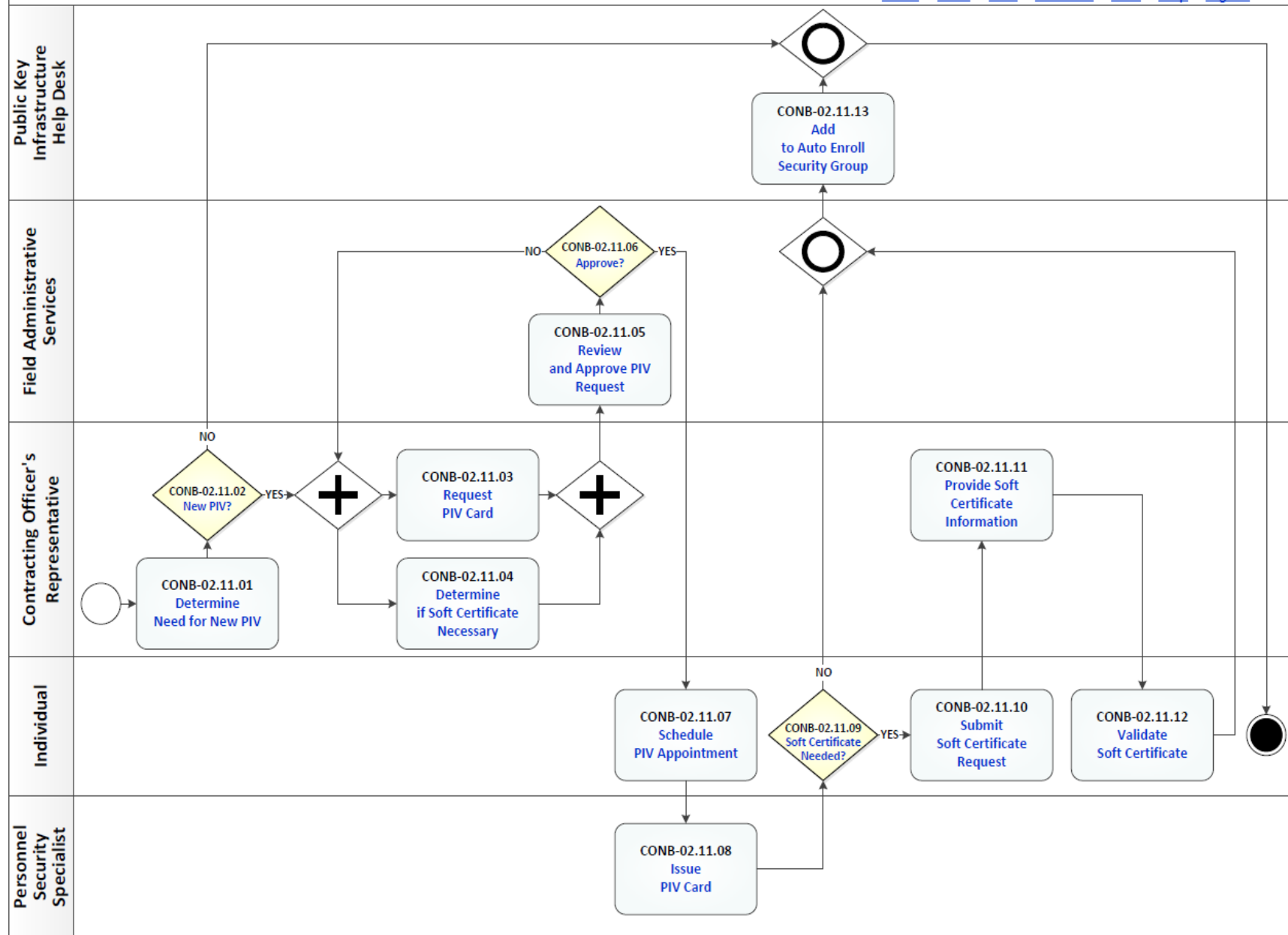
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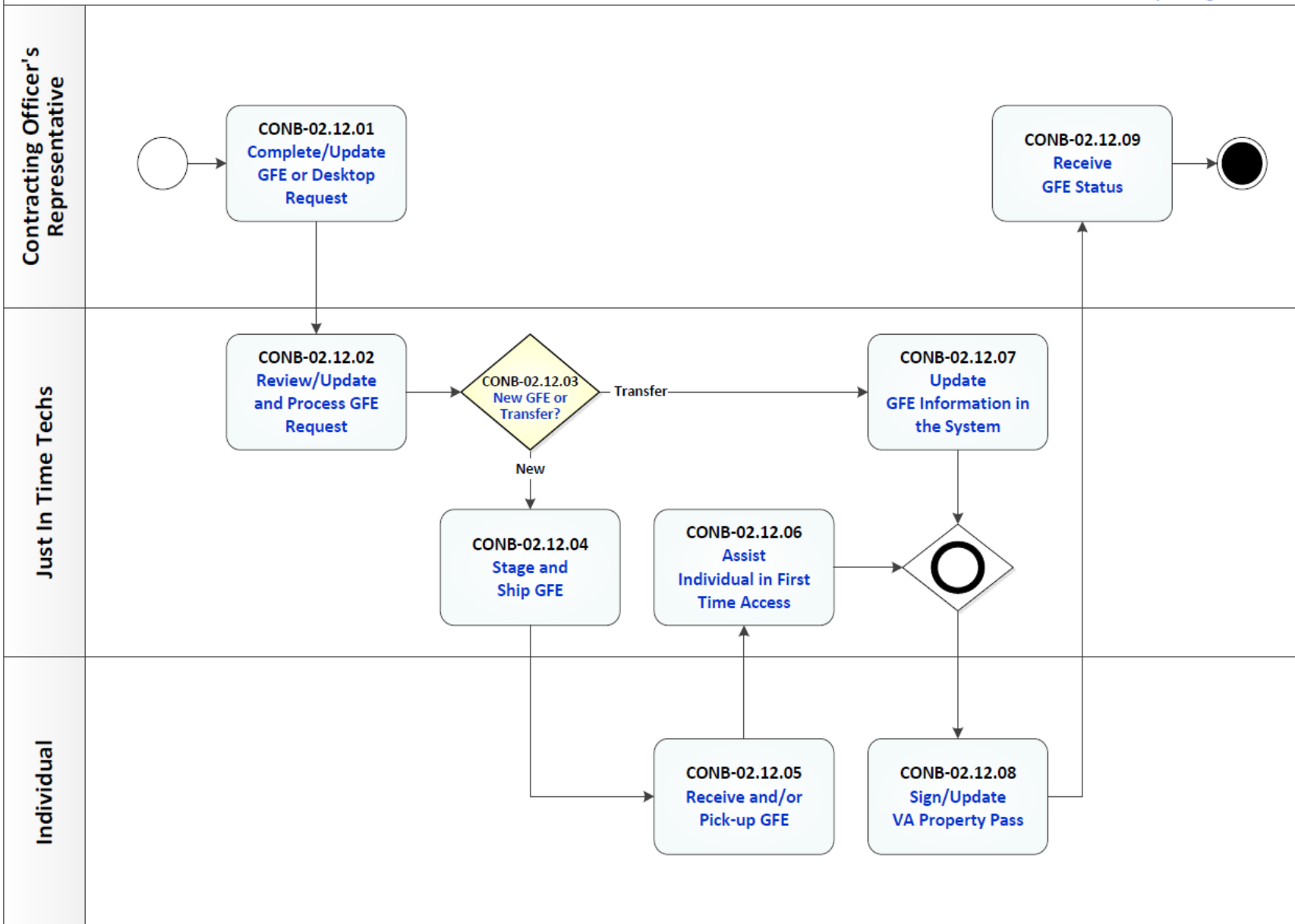
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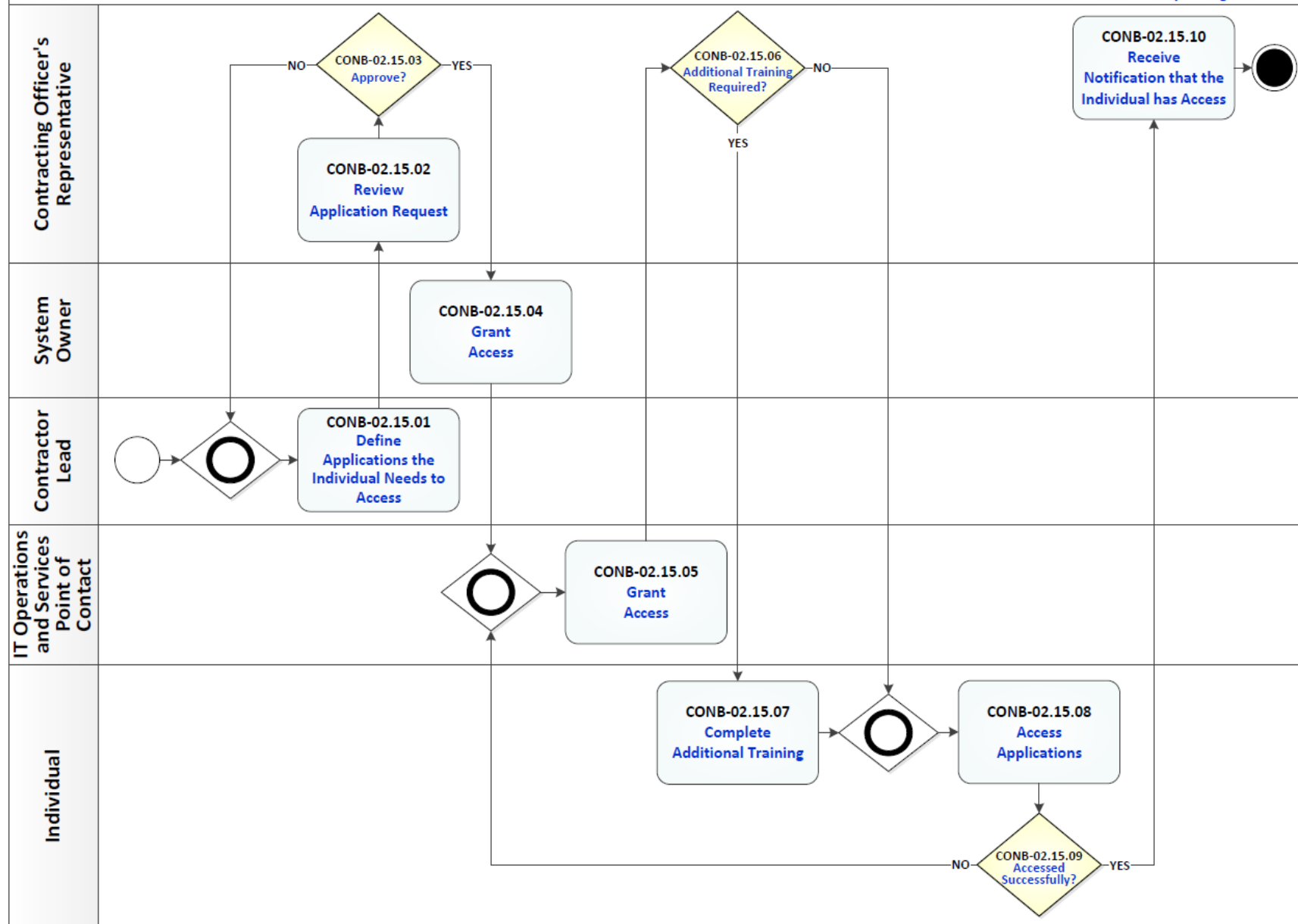
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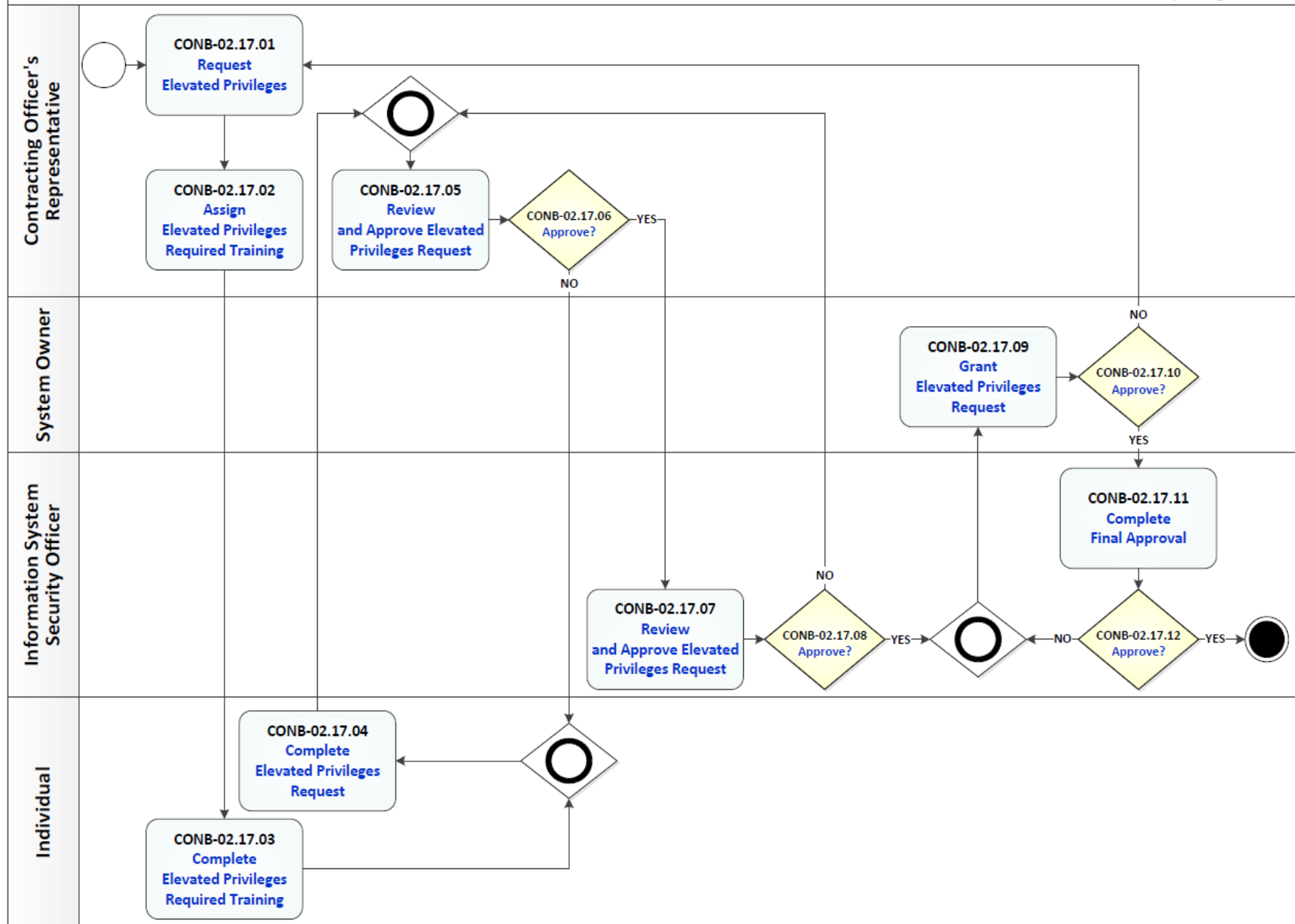
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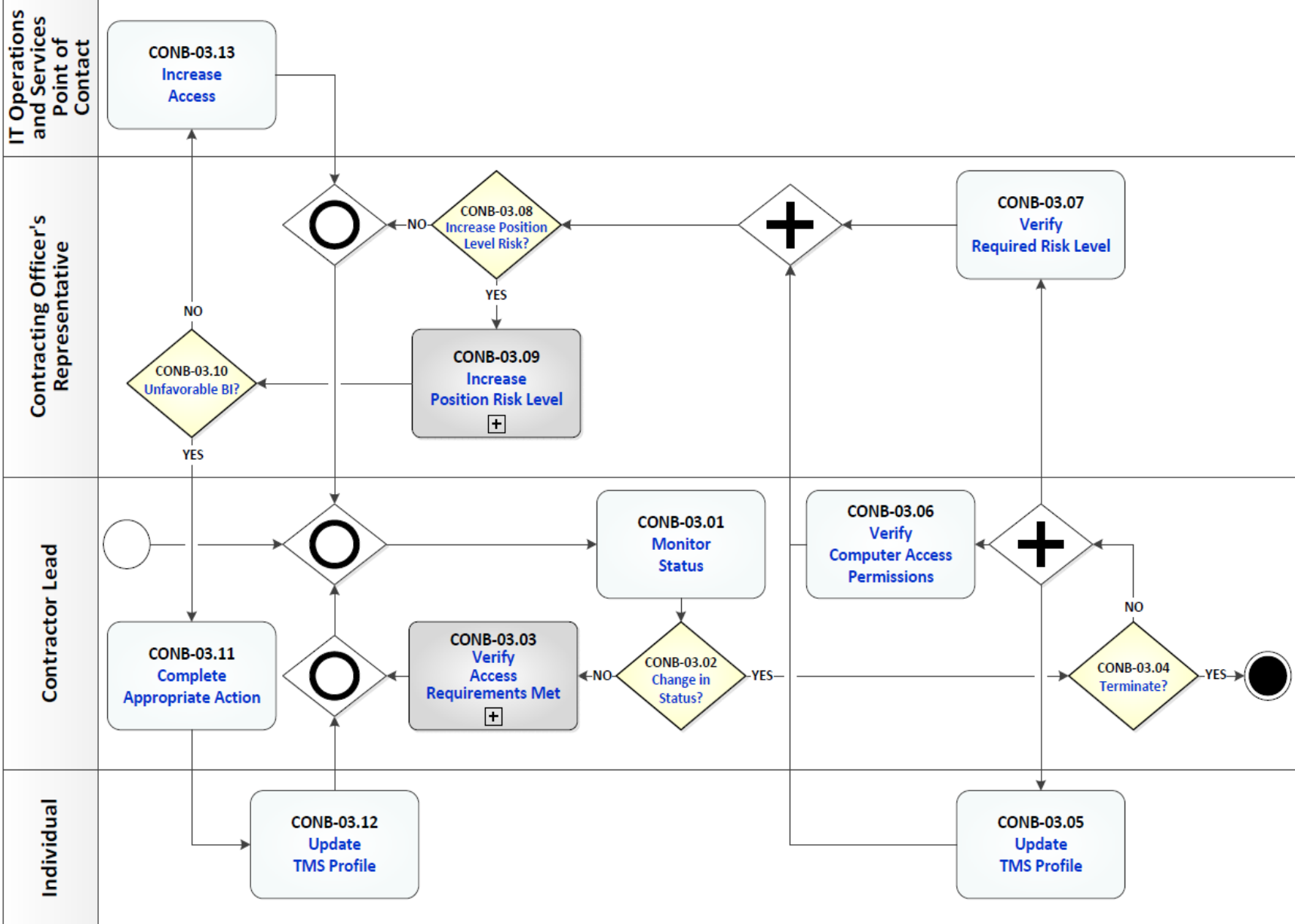
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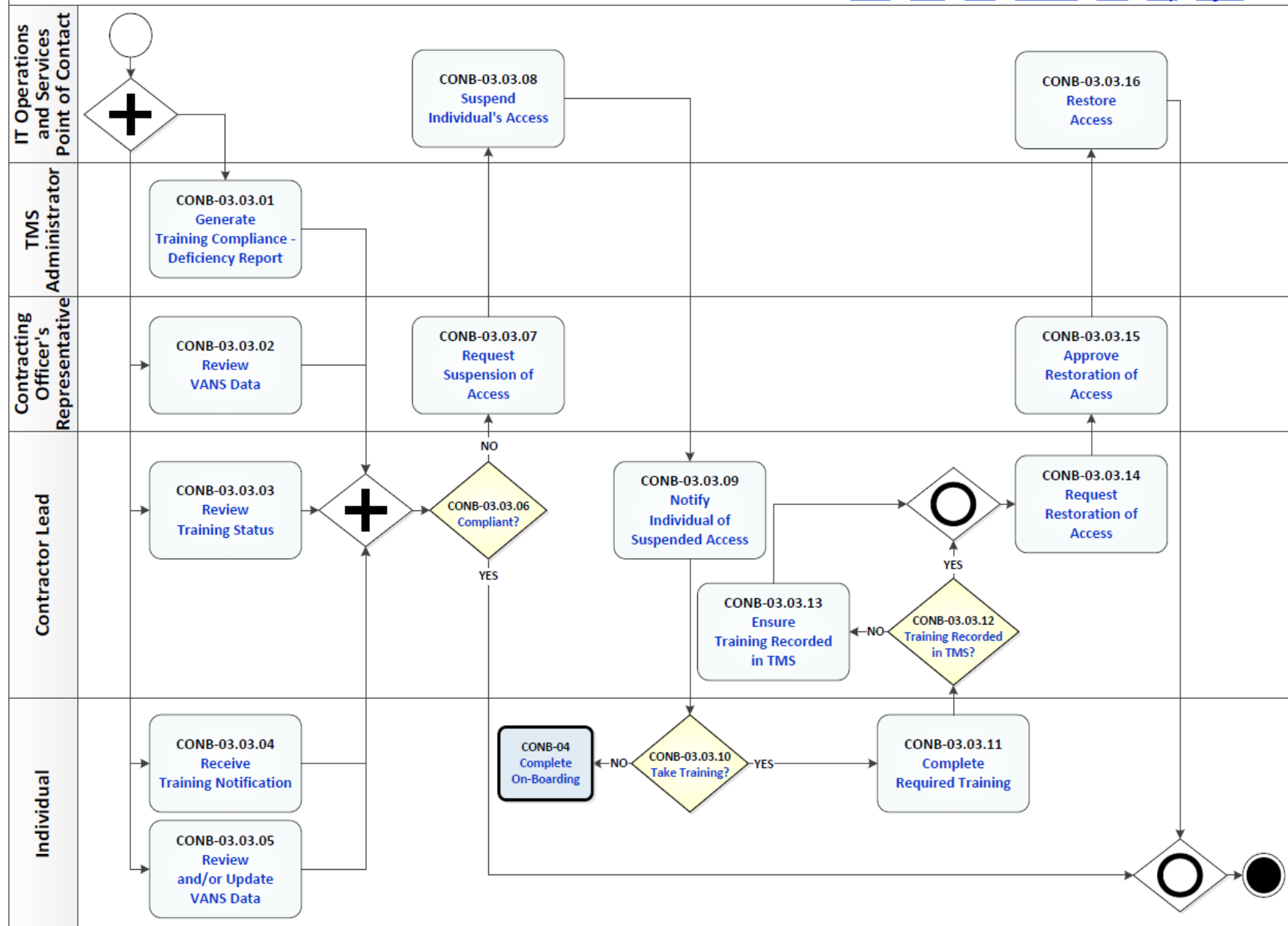
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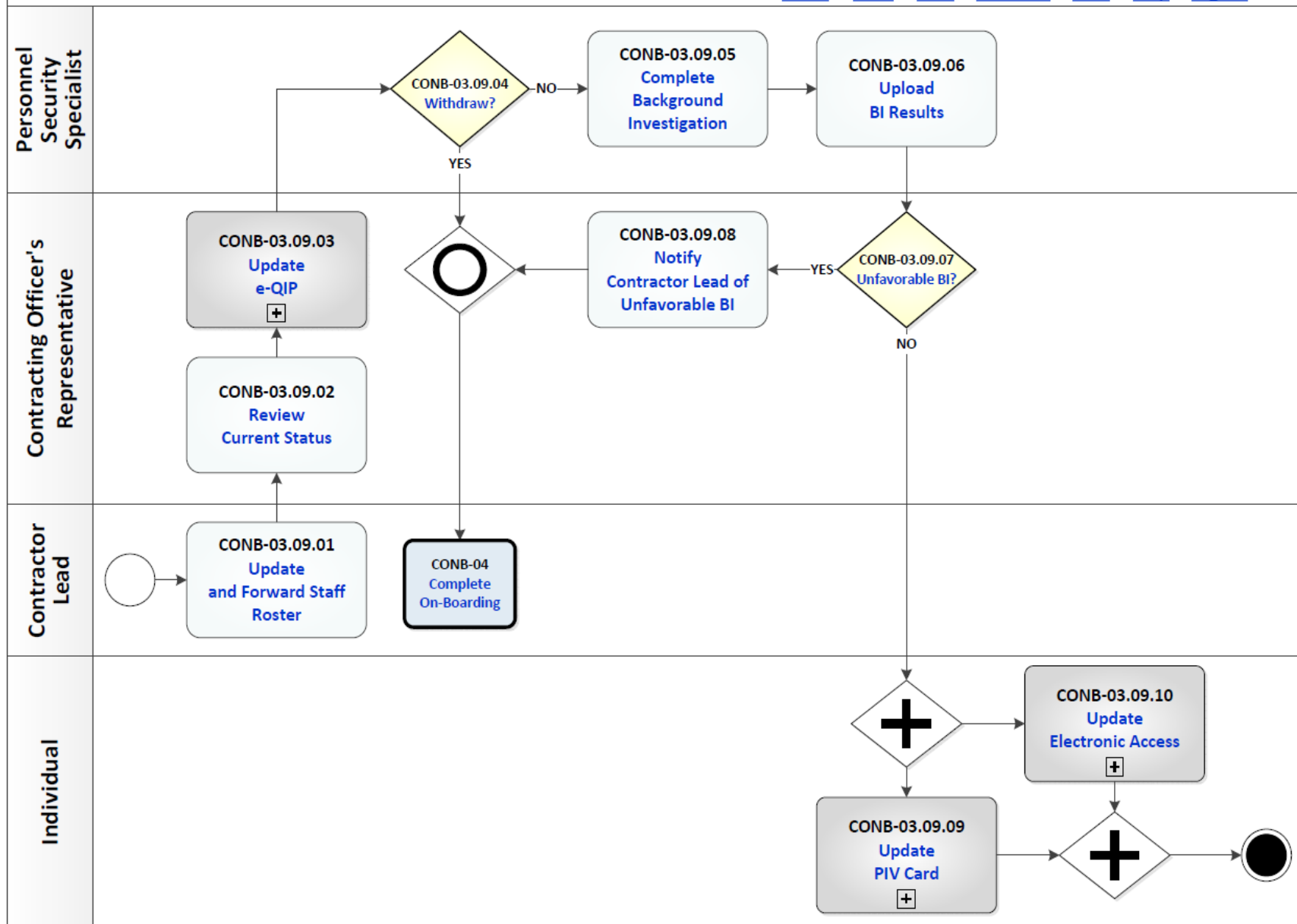
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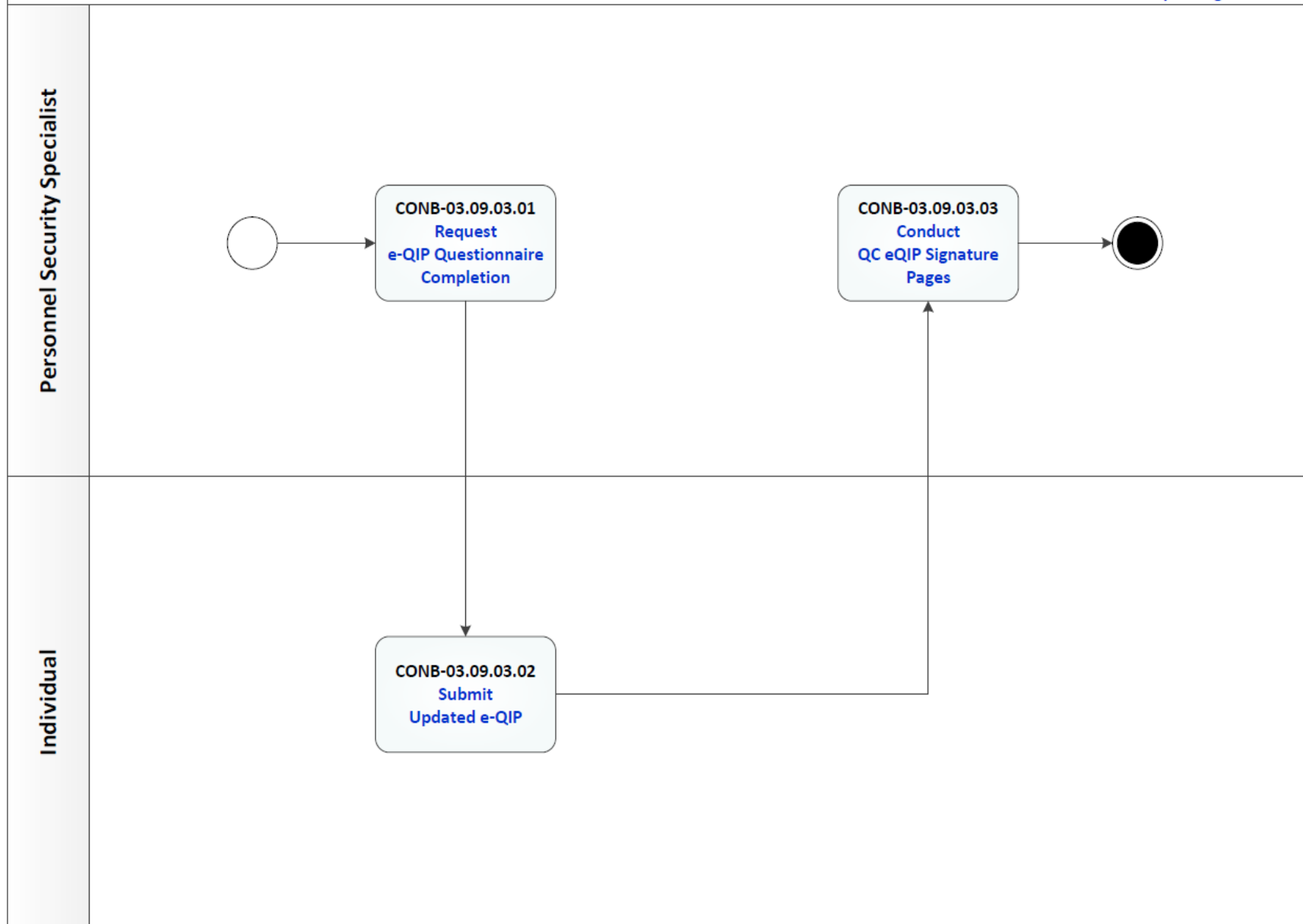
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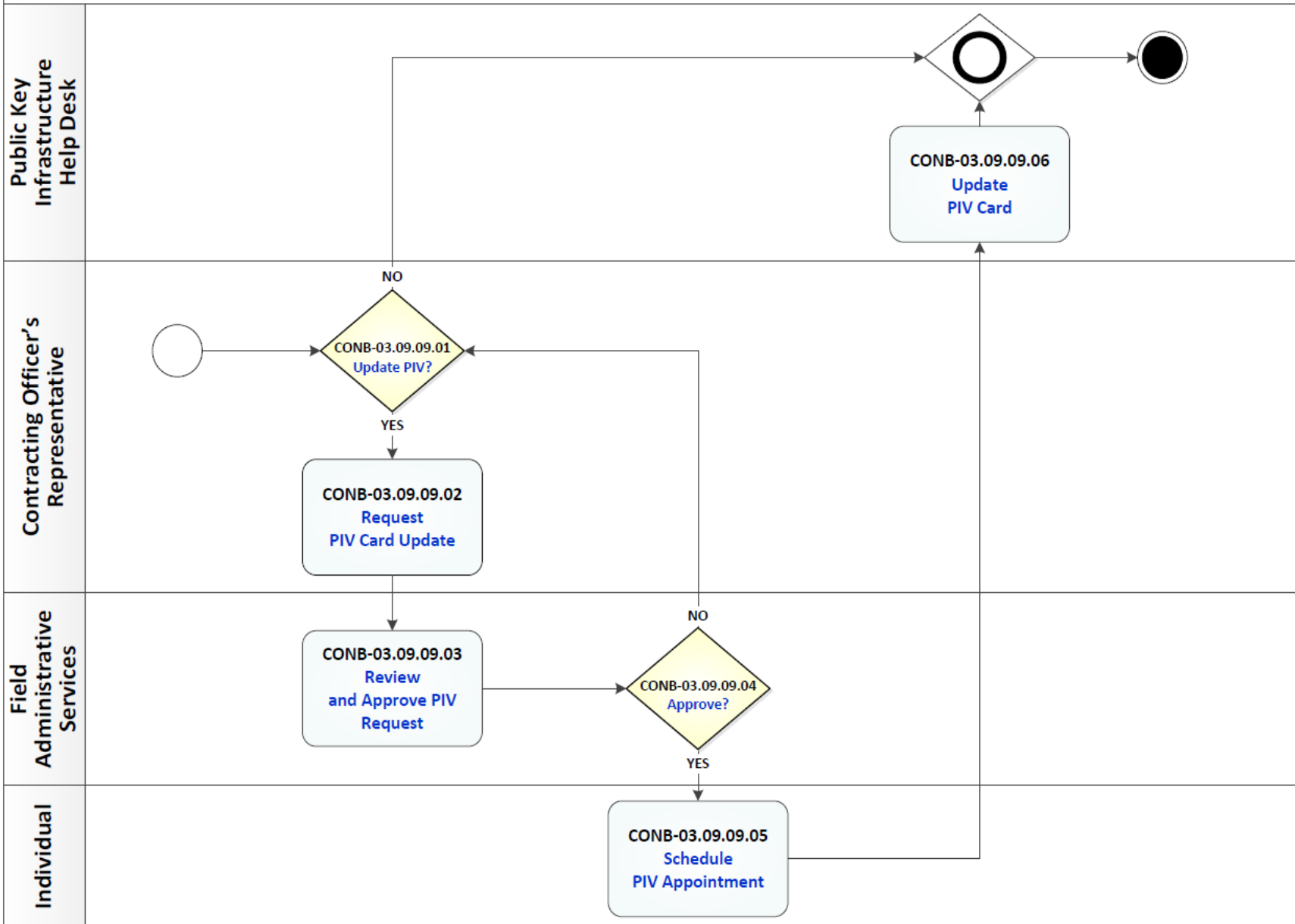
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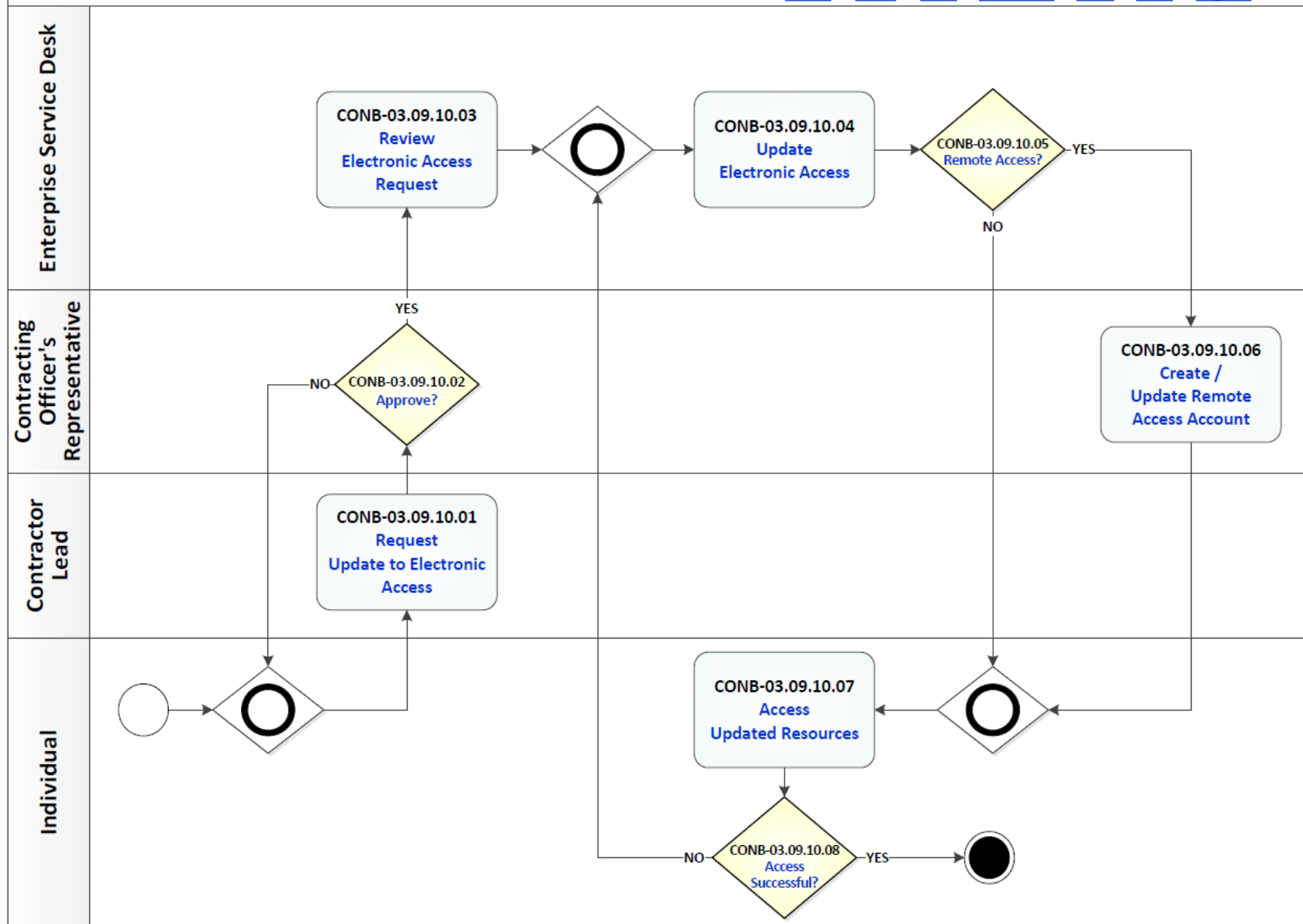
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Contractors On/Off-Boarding: CONB-03.09.10 Verify Access Requirements Met

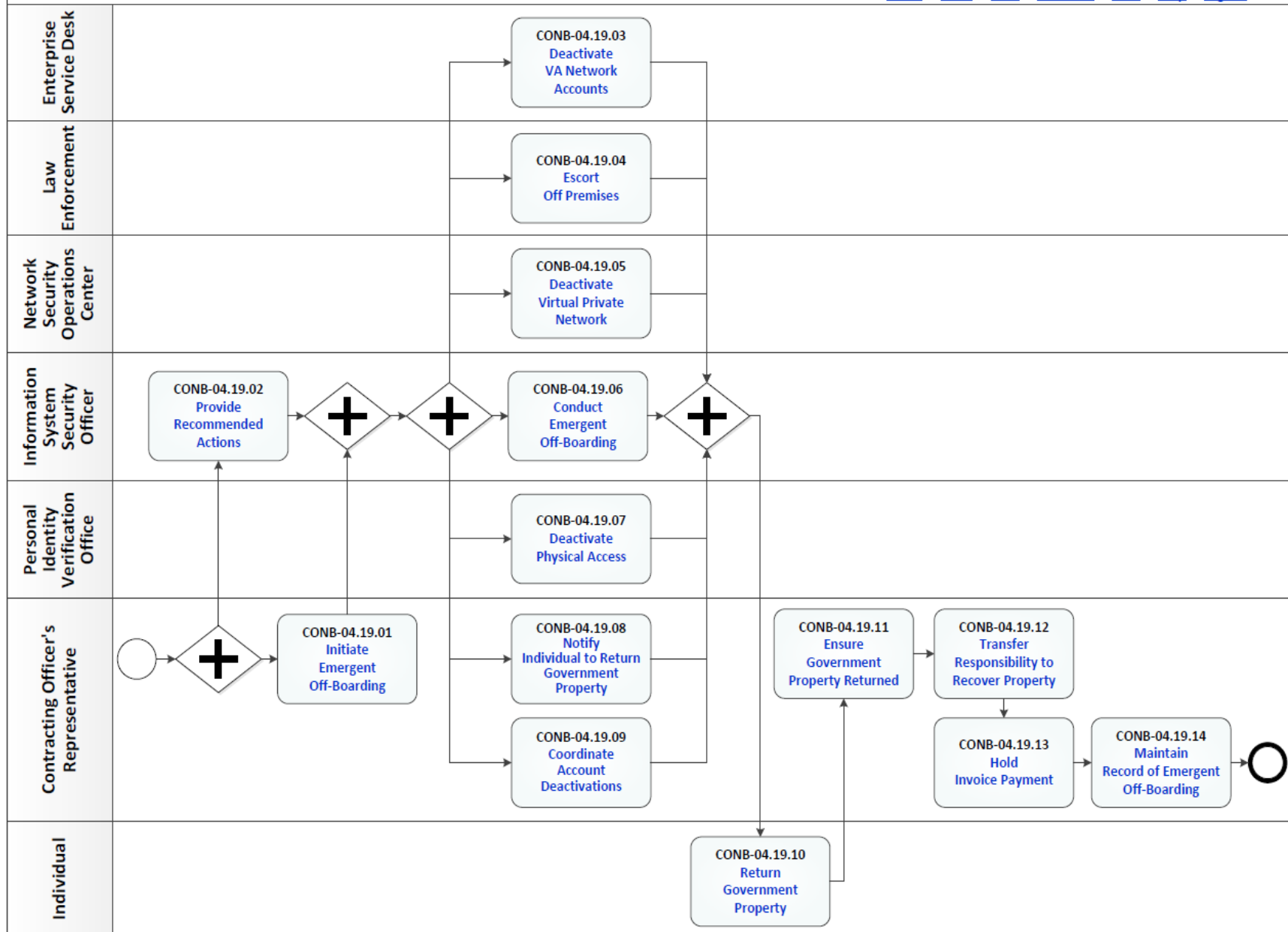
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Contractors On/Off-Boarding: CONB-04 Complete Off-Boarding					
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Enterprise Service Desk					
Information System Security Officer					
Personal Identity Verification Office					
Contracting Officer's Representative	<pre> graph TD Start(()) --> C4_01{CONB-04.01 Issues?} C4_01 -- YES --> C4_02[CONB-04.02 Notify COR of Change in Status] C4_01 -- NO --> C4_03[CONB-04.03 Notify Contractor Lead to Direct Off-Boarding] C4_02 --> C4_03 C4_03 --> J1{+} J1 --> C4_04[CONB-04.04 Direct Off-Boarding] J1 --> C4_05[CONB-04.05 Return Items for Off-Boarding] C4_04 --> J2{+} C4_05 --> J2 J2 --> C4_06[CONB-04.06 Accomplish Off-Boarding Local Actions] C4_06 --> C4_07[CONB-04.07 Notify COR Local Off-Boarding Actions Complete] C4_07 --> J3{+} J3 --> C4_08[CONB-04.08 Receive Notification PIV Card Turned In] J3 --> C4_09[CONB-04.09 Coordinate Account Deactivations] J3 --> C4_10[CONB-04.10 Deactivate PIV] J3 --> C4_11[CONB-04.11 Deactivate Virtual Private Network] J3 --> C4_12[CONB-04.12 Deactivate VA Network Accounts] C4_08 --> J4{+} C4_09 --> J4 C4_10 --> J4 C4_11 --> J4 C4_12 --> J4 J4 --> C4_13[CONB-04.13 Complete Off-Boarding] C4_13 --> C4_14{CONB-04.14 Items Returned?} C4_14 -- YES --> J5{()} C4_14 -- NO --> C4_15[CONB-04.15 Hold Invoice Payment] C4_15 --> C4_16[CONB-04.16 Communicate to Contractor Lead] C4_16 --> J5 C4_17[CONB-04.17 Validate Individual Removed from VANS] --> J5 J5 --> C4_18[CONB-04.18 Archive Files] C4_18 --> J6{()} C4_19[CONB-04.19 Perform Emergent Off-Boarding] --> J6 J6 --> End(()) </pre>				
Contractor Lead	<p>YES → CONB-04.01 Issues?</p> <p>NO → CONB-04.02 Notify COR of Change in Status</p> <p>CONB-04.04 Direct Off-Boarding</p>				
Local Administrative Support	<p>Start</p> <p>CONB-04.07 Notify COR Local Off-Boarding Actions Complete</p>				
Individual	<p>CONB-04.05 Return Items for Off-Boarding</p> <p>CONB-04.13 Complete Off-Boarding</p>				

Contractors On/Off-Boarding: CONB-04.19 Perform Emergent Off-Boarding

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Process: Contractors On/Off-Boarding

Overview: The process map for Contractors On/Off-Boarding cycles through the following process and review activities:

- CONB-01 Prepare for On-Boarding
 - CONB-01.01 Identify Security Requirements
 - CONB-01.02 Identify Systems Needed for Access
 - CONB-01.03 Identify Space Requirements
 - CONB-01.04 Identify GFE Requirements
 - CONB-01.05 GFE Required?
 - CONB-01.06 Notify of GFE Requirements
 - CONB-01.07 Validate GFE Availability
- CONB-02 Complete On-Boarding
 - CONB-02.01 Send Contractor Onboarding Tool Kit to Contractor Lead
 - CONB-02.02 Send Information to Individual
 - CONB-02.03 Complete All Required Information
 - CONB-02.04 Provide Information for Investigation/SAC
 - CONB-02.05 Complete Required Training
 - CONB-02.05.01 Training Required
 - CONB-02.05.02 Create/Update TMS Account
 - CONB-02.05.03 Complete Required Training
 - CONB-02.05.04 Issues?
 - CONB-02.05.05 Seek Assistance to Complete Training
 - CONB-02.05.06 Assist to Complete Training
 - CONB-02.05.07 Training Complete?
 - CONB-02.05.08 Notify Training Complete
 - CONB-02.05.09 Complete Appropriate Action
 - CONB-02.05.10 Update and Forward Staff Roster
 - CONB-02.06 Provide Training Certificates
 - CONB-02.07 Complete Fingerprint Adjudication
 - CONB-02.07.01 Notify Individual
 - CONB-02.07.02 New Fingerprints Required?
 - CONB-02.07.03 Obtain Fingerprints
 - CONB-02.07.04 Submit Request for SAC Adjudication
 - CONB-02.07.05 Conduct Special Agreement Check
 - CONB-02.07.06 Process Special Agreement Check Report
 - CONB-02.07.07 SAC Without Issues?
 - CONB-02.07.08 Withdraw?
 - CONB-02.07.09 Confirm SAC Adjudicated
 - CONB-02.07.10 Receive and Forward Documents
 - CONB-02.07.11 Receive Special Agreement Check Report
 - CONB-02.08 Request Investigation
 - CONB-02.08.01 Request Investigation
 - CONB-02.08.02 Submit Documents for Security and Investigations Center
 - CONB-02.08.03 Complete e-QIP or Reciprocity
 - CONB-02.08.03.01 Prior Federal Service or Active BI?

CONB-02.08.03.02 Request Review
CONB-02.08.03.03 Conduct Reciprocity Applicability Review
CONB-02.08.03.04 Reciprocity?
CONB-02.08.03.05 Request e-QIP Questionnaire Completion
CONB-02.08.03.06 Submit Completed e-QIP
CONB-02.08.03.07 Submit Signature Pages
CONB-02.08.03.08 Send Certificate of Eligibility
CONB-02.08.04 Validate Investigation Is Received
CONB-02.09 Investigation Received?
CONB-02.10 Create User Provisioning
CONB-02.10.01 Request/Update User Provisioning
CONB-02.10.02 Review and Approve
CONB-02.10.03 Approve?
CONB-02.10.04 Review Request
CONB-02.10.05 Create/Update Network Access
CONB-02.10.06 Create/Update E-mail Account
CONB-02.10.07 Remote Access Needed
CONB-02.10.08 Create/Update Remote Access Account
CONB-02.10.09 Contact TMS Administrator to Confirm Domain
CONB-02.10.10 Validate TMS Profile
CONB-02.11 Obtain PIV Card
CONB-02.11.01 Determine Need for New PIV
CONB-02.11.02 New PIV?
CONB-02.11.03 Request PIV Card
CONB-02.11.04 Determine if Soft Certificate Necessary
CONB-02.11.05 Review and Approve PIV Request
CONB-02.11.06 Approve?
CONB-02.11.07 Schedule PIV Appointment
CONB-02.11.08 Issue PIV Card
CONB-02.11.09 Soft Certificate Needed?
CONB-02.11.10 Submit Soft Certificate Request
CONB-02.11.11 Provide Soft Certificate Information
CONB-02.11.12 Validate Soft Certificate
CONB-02.11.13 Add to Auto Enroll Security Group
CONB-02.12 Request/Issue GFE
CONB-02.12.01 Complete/Update GFE or Desktop Request
CONB-02.12.02 Review/Update and Process GFE Request
CONB-02.12.03 New GFE or Transfer?
CONB-02.12.04 Stage and Ship GFE
CONB-02.12.05 Receive and/or Pick-up GFE
CONB-02.12.06 Assist Individual in First Time Access
CONB-02.12.07 Update GFE Information in the System
CONB-02.12.08 Sign/Update VA Property Pass
CONB-02.12.09 Receive GFE Status
CONB-02.13 Access Network
CONB-02.14 Additional Apps Access Required?

CONB-02.15 Grant Application Access
CONB-02.15.01 Define Applications the Individual Needs to Access
CONB-02.15.02 Review Application Request
CONB-02.15.03 Approve?
CONB-02.15.04 Grant Access
CONB-02.15.05 Grant Access
CONB-02.15.06 Additional Training Required?
CONB-02.15.07 Complete Additional Training
CONB-02.15.08 Access Applications
CONB-02.15.09 Accessed Successfully?
CONB-02.15.10 Receive Notification that the Individual has Access
CONB-02.16 Elevated Privileges?
CONB-02.17 Complete Elevated Privileges
CONB-02.17.01 Request Elevated Privileges
CONB-02.17.02 Assign Elevated Privileges Required Training
CONB-02.17.03 Complete Elevated Privileges Required Training
CONB-02.17.04 Complete Elevated Privileges Request
CONB-02.17.05 Review and Approve Elevated Privileges Request
CONB-02.17.06 Approve?
CONB-02.17.07 Review and Approve Elevated Privileges Request
CONB-02.17.08 Approve?
CONB-02.17.09 Grant Elevated Privileges Request
CONB-02.17.10 Approve?
CONB-02.17.11 Complete Final Approval
CONB-02.17.12 Approve?
CONB-02.18 Begin Work
CONB-02.19 Complete Investigation
CONB-02.20 Upload Investigation Results
CONB-02.21 Notify Contractor Lead of BI Results
CONB-02.22 BI Results?
CONB-02.23 Update VA Notification System
CONB-03 Monitor and Control Access
CONB-03.01 Monitor Status
CONB-03.02 Change in Status?
CONB-03.03 Verify Access Requirements Met
CONB-03.03.01 Generate Training Compliance - Deficiency Report
CONB-03.03.02 Review VANS Data
CONB-03.03.03 Review Training Status
CONB-03.03.04 Receive Training Notification
CONB-03.03.05 Review and/or Update VANS Data
CONB-03.03.06 Compliant?
CONB-03.03.07 Request Suspension of Access
CONB-03.03.08 Suspend Individual's Access
CONB-03.03.09 Notify Individual of Suspended Access
CONB-03.03.10 Take Training?
CONB-03.03.11 Complete Required Training

CONB-03.03.12 Training Recorded in TMS?
CONB-03.03.13 Ensure Training Recorded in TMS
CONB-03.03.14 Request Restoration of Access
CONB-03.03.15 Approve Restoration of Access
CONB-03.03.16 Restore Access
CONB-03.04 Terminate?
CONB-03.05 Update TMS Profile
CONB-03.06 Verify Computer Access Permissions
CONB-03.07 Verify Required Risk Level
CONB-03.08 Increase Position Risk Level?
CONB-03.09 Increase Position Risk Level
CONB-03.09.01 Update and Forward Staff Roster
CONB-03.09.02 Review Current Status
CONB-03.09.03 Update e-QIP
CONB-03.09.03.01 Request e-QIP Questionnaire Completion
CONB-03.09.03.02 Submit Updated e-QIP
CONB-03.09.03.03 Conduct QC e-QIP Signature Pages
CONB-03.09.04 Withdraw?
CONB-03.09.05 Complete Background Investigation
CONB-03.09.06 Upload BI Results
CONB-03.09.07 Unfavorable BI?
CONB-03.09.08 Notify Contractor Lead of Unfavorable BI
CONB-03.09.09 Update PIV Card
CONB-03.09.09.01 Update PIV?
CONB-03.09.09.02 Request PIV Card Update
CONB-03.09.09.03 Review and Approve PIV Request
CONB-03.09.09.04 Approve?
CONB-03.09.09.05 Schedule PIV Appointment
CONB-03.09.09.06 Update PIV Card
CONB-03.09.10 Update Electronic Access
CONB-03.09.10.01 Request Update to Electronic Access
CONB-03.09.10.02 Approve?
CONB-03.09.10.03 Review Electronic Access Request
CONB-03.09.10.04 Update Electronic Access
CONB-03.09.10.05 Remote Access?
CONB-03.09.10.06 Create / Update Remote Access Account
CONB-03.09.10.07 Access Updated Resources
CONB-03.09.10.08 Access Successful?
CONB-03.10 Unfavorable BI?
CONB-03.11 Complete Appropriate Action
CONB-03.12 Update TMS Profile
CONB-03.13 Increase Access
CONB-04 Complete Off-Boarding
CONB-04.01 Issues?
CONB-04.02 Notify COR of Change in Status
CONB-04.03 Notify Contractor Lead to Direct Off-Boarding

CONB-04.04 Direct Off-Boarding
CONB-04.05 Return Items for Off-Boarding
CONB-04.06 Accomplish Off-Boarding Local Actions
CONB-04.07 Notify COR Local Off-Boarding Actions Complete
CONB-04.08 Receive Notification PIV Card Turned In
CONB-04.09 Coordinate Account Deactivations
CONB-04.10 Deactivate PIV
CONB-04.11 Deactivate Virtual Private Network
CONB-04.12 Deactivate VA Network Accounts
CONB-04.13 Complete Off-Boarding
CONB-04.14 Items Returned?
CONB-04.15 Hold Invoice Payment
CONB-04.16 Communicate to Contractor Lead
CONB-04.17 Validate Individual Removed from VANS
CONB-04.18 Archive Files
CONB-04.19 Perform Emergent Off-Boarding
CONB-04.19.01 Initiate Emergent Off-Boarding
CONB-04.19.02 Provide Recommended Actions
CONB-04.19.03 Deactivate VA Network Accounts
CONB-04.19.04 Escort Off Premises
CONB-04.19.05 Deactivate Virtual Private Network
CONB-04.19.06 Conduct Emergent Off-Boarding
CONB-04.19.07 Deactivate Physical Access
CONB-04.19.08 Notify Individual to Return Government Property
CONB-04.19.09 Coordinate Account Deactivations
CONB-04.19.10 Return Government Property
CONB-04.19.11 Ensure Government Property Returned
CONB-04.19.12 Transfer Responsibility to Recover Property
CONB-04.19.13 Hold Invoice Payment
CONB-04.19.14 Maintain Record of Emergent Off-Boarding

Contractors On/Off-Boarding Description and Goals

Description

The Contractors On/Off-Boarding (CONB) process describes the activities to obtain access to VA networks, facilities, and equipment by completing background investigations and required training and obtaining Government Furnished Equipment with appropriate software. After initial on-boarding, the process also establishes the framework for consistently ensuring that all individuals, contractors, have the proper access necessary to perform the role they are assigned and that they continue to meet those minimum requirements necessary to support granting the access. The CONB process complies with the Federal acquisition, security and privacy regulations.

Goals

The goal of the CONB process is to establish the set of activities required to provide, monitor, control, and remove an individual's access to VA systems, equipment, and facilities as appropriate to meet the needs of the VA.

Specific goals include:

- Completing required background investigation including the Special Agreement Check (SAC) for fingerprinting
- Reviewing and accepting VA Rules of Behavior
- Obtaining access to the Talent Management System
- Documenting the required information security and privacy training to access the VA network
- Receiving Government Furnished Equipment with needed software, if required
- Accessing the VA Network and establishing remote VA network access as required
- Obtaining VA identification and access to VA facilities
- Monitoring and verifying successful completion of annual security training requirements
- Monitoring and verifying successful adjudication of SAC, National Agency Check with Inquiries, Minimum Background Investigation, or Background Investigation as appropriate to the role
- Granting or withdrawing access based upon meeting or failing to meet requirements, initiate personnel actions as necessary
- Notifying appropriate management personnel of access changes required based upon clearance adjudications or failure to meet requirements
- Ensuring recovery of identity badges, Personal Identity Verification (PIV) cards, keys and other access granting items are recovered before the individual departs from the VA
- Ensuring access to Public Key Infrastructure (PKI), as applicable

- Ensuring recovery of all GFE (desktops, laptops, smart phone, printers, faxes, etc.) and other government property are properly recovered and transferred to the appropriate office in the VA within 24 hours if the individual departs from the VA
- Ensuring that clearance through appropriate physical security personnel occurs
- Ensuring all system access privileges and network access are terminated
- Ensuring that all appropriate personnel actions are initiated, documented and notifications are made

Contractors On/Off-Boarding RACI Information

The following describes the RACI information for this process:

CONB-01.01 Identify Security Requirements

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: Information System Security Officer; VA Security Specialist

Informed Role: None Listed

CONB-01.02 Identify Systems Needed for Access

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: Information System Security Officer

Informed Role: None Listed

CONB-01.03 Identify Space Requirements

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: Facility Chief Information Officer

Informed Role: Director, IT Space and Facilities Management

CONB-01.04 Identify GFE Requirements

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-01.05 GFE Required?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: Individual

Informed Role: None Listed

CONB-01.06 Notify of GFE Requirements

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: IT Operations and Services Point of Contact

CONB-01.07 Validate GFE Availability

Responsible Role: IT Operations and Services Point of Contact

Accountable Role: IT Operations and Services Point of Contact

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.01 Send Contractor Onboarding Tool Kit to Contractor Lead

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Individual

CONB-02.02 Send Information to Individual

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: Individual

CONB-02.03 Complete All Required Information

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contracting Officer Representative

CONB-02.04 Provide Information for Investigation/SAC

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: Individual

CONB-02.05.01 Training Required

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.05.02 Create/Update TMS Account

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: Talent Management System Administrator

Informed Role: Contracting Officer Representative; Talent Management System Administrator

CONB-02.05.03 Complete Required Training

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.05.04 Issues?

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.05.05 Seek Assistance to Complete Training

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Talent Management System Administrator

CONB-02.05.06 Assist to Complete Training

Responsible Role: Talent Management System Administrator

Accountable Role: Talent Management System Administrator

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.05.07 Training Complete?

Responsible Role: Talent Management System Administrator

Accountable Role: Talent Management System Administrator

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.05.08 Notify Training Complete

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contracting Officer Representative; Contractor Lead

CONB-02.05.09 Complete Appropriate Action

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.05.10 Update and Forward Staff Roster

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.06 Provide Training Certificates

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: Individual

CONB-02.07.01 Notify Individual

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: Individual

CONB-02.07.02 New Fingerprints Required?

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.07.03 Obtain Fingerprints

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.07.04 Submit Request for SAC Adjudication

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.07.05 Conduct Special Agreement Check

Responsible Role: VA Security Specialist

Accountable Role: VA Security Specialist

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.07.06 Process Special Agreement Check Report

Responsible Role: VA Security Specialist

Accountable Role: VA Security Specialist

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.07.07 SAC Without Issues?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.07.08 Withdraw?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Individual

CONB-02.07.09 Confirm SAC Adjudicated

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.07.10 Receive and Forward Documents

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: Individual

CONB-02.07.11 Receive Special Agreement Check Report

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contracting Officer Representative

CONB-02.08.01 Request Investigation

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.08.02 Submit Documents for Security and Investigations Center

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: Security and Investigations Center

Informed Role: Individual

CONB-02.08.03.01 Prior Federal Service or Active BI?

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.08.03.02 Request Review

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.08.03.03 Conduct Reciprocity Applicability Review

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: Individual

CONB-02.08.03.04 Reciprocity?

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.08.03.05 Request e-QIP Questionnaire Completion

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: Contractor Lead; Individual

CONB-02.08.03.06 Submit Completed e-QIP

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.08.03.07 Submit Signature Pages

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: Individual

CONB-02.08.03.08 Send Certificate of Eligibility

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: Individual

CONB-02.08.04 Validate Investigation Is Received

Responsible Role: VA Security Specialist

Accountable Role: VA Security Specialist

Consulted Role: None Listed

Informed Role: Individual

CONB-02.09 Investigation Received?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.10.01 Request/Update User Provisioning

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: IT Specialist

CONB-02.10.02 Review and Approve

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.10.03 Approve?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.10.04 Review Request

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: Just in Time Techs

CONB-02.10.05 Create/Update Network Access

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: Individual

CONB-02.10.06 Create/Update E-mail Account

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: Individual

CONB-02.10.07 Remote Access Needed

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.10.08 Create/Update Remote Access Account

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Individual; Contractor Lead; IT Specialist

CONB-02.10.09 Contact TMS Administrator to Confirm Domain

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.10.10 Validate TMS Profile

Responsible Role: Talent Management System Administrator

Accountable Role: Talent Management System Administrator

Consulted Role: None Listed

Informed Role: Contractor Lead; Individual

CONB-02.11.01 Determine Need for New PIV

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: Field Administrative Services

Informed Role: Individual

CONB-02.11.02 New PIV?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Contractor Lead; Field Administrative Services

CONB-02.11.03 Request PIV Card

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.11.04 Determine if Soft Certificate Necessary

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Individual

CONB-02.11.05 Review and Approve PIV Request

Responsible Role: Field Administrative Services

Accountable Role: Field Administrative Services

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.11.06 Approve?

Responsible Role: Field Administrative Services

Accountable Role: Field Administrative Services

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.11.07 Schedule PIV Appointment

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.11.08 Issue PIV Card

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.11.09 Soft Certificate Needed?

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.11.10 Submit Soft Certificate Request

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.11.11 Provide Soft Certificate Information

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Individual

CONB-02.11.12 Validate Soft Certificate

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.11.13 Add to Auto Enroll Security Group

Responsible Role: Public Key Infrastructure (PKI) Help Desk

Accountable Role: Public Key Infrastructure (PKI) Help Desk

Consulted Role: None Listed

Informed Role: Individual

CONB-02.12.01 Complete/Update GFE or Desktop Request

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: Individual

Informed Role: None Listed

CONB-02.12.02 Review/Update and Process GFE Request

Responsible Role: Just in Time Techs

Accountable Role: Just in Time Techs

Consulted Role: None Listed

Informed Role: Individual; Contractor Lead

CONB-02.12.03 New GFE or Transfer?

Responsible Role: Just in Time Techs

Accountable Role: Just in Time Techs

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.12.04 Stage and Ship GFE

Responsible Role: Just in Time Techs

Accountable Role: Just in Time Techs

Consulted Role: None Listed

Informed Role: Contracting Officer Representative; Contractor Lead; Individual

CONB-02.12.05 Receive and/or Pick-up GFE

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contracting Officer Representative

CONB-02.12.06 Assist Individual in First Time Access

Responsible Role: Just in Time Techs

Accountable Role: Just in Time Techs

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.12.07 Update GFE Information in the System

Responsible Role: Just in Time Techs

Accountable Role: Just in Time Techs

Consulted Role: Individual

Informed Role: Individual

CONB-02.12.08 Sign/Update VA Property Pass

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.12.09 Receive GFE Status

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.13 Access Network

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contracting Officer Representative

CONB-02.14 Additional Apps Access Required?

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.15.01 Define Applications the Individual Needs to Access

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.15.02 Review Application Request

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.15.03 Approve?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.15.04 Grant Access

Responsible Role: System Owner

Accountable Role: System Owner

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.15.05 Grant Access

Responsible Role: IT Operations and Services Point of Contact

Accountable Role: IT Operations and Services Point of Contact

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.15.06 Additional Training Required?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.15.07 Complete Additional Training

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.15.08 Access Applications

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.15.09 Accessed Successfully?

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contractor Lead; IT Operations and Services Point of Contact

CONB-02.15.10 Receive Notification that the Individual has Access

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.16 Elevated Privileges?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.01 Request Elevated Privileges

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: IT Operations and Services Point of Contact

Informed Role: None Listed

CONB-02.17.02 Assign Elevated Privileges Required Training

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.03 Complete Elevated Privileges Required Training

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.04 Complete Elevated Privileges Request

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.05 Review and Approve Elevated Privileges Request

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.06 Approve?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.17.07 Review and Approve Elevated Privileges Request

Responsible Role: Information System Security Officer

Accountable Role: Information System Security Officer

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.08 Approve?

Responsible Role: Information System Security Officer

Accountable Role: Information System Security Officer

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.09 Grant Elevated Privileges Request

Responsible Role: System Owner

Accountable Role: System Owner

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.10 Approve?

Responsible Role: System Owner

Accountable Role: System Owner

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.11 Complete Final Approval

Responsible Role: Information System Security Officer

Accountable Role: Information System Security Officer

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.17.12 Approve?

Responsible Role: Information System Security Officer

Accountable Role: Information System Security Officer

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.18 Begin Work

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-02.19 Complete Investigation

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: Contractor Lead; Individual

CONB-02.20 Upload Investigation Results

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: None Listed

CONB-02.21 Notify Contractor Lead of BI Results

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Individual

CONB-02.22 BI Results?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Individual

CONB-02.23 Update VA Notification System

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Contracting Officer

CONB-03.01 Monitor Status

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.02 Change in Status?

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.01 Generate Training Compliance - Deficiency Report

Responsible Role: Talent Management System Administrator

Accountable Role: Talent Management System Administrator

Consulted Role: None Listed

Informed Role: Contracting Officer Representative; Information System Security Officer

CONB-03.03.02 Review VANS Data

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.03 Review Training Status

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.04 Receive Training Notification

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.05 Review and/or Update VANS Data

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.06 Compliant?

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.07 Request Suspension of Access

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.08 Suspend Individual's Access

Responsible Role: IT Operations and Services Point of Contact

Accountable Role: IT Operations and Services Point of Contact

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.09 Notify Individual of Suspended Access

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: Contracting Officer Representative

CONB-03.03.10 Take Training?

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.11 Complete Required Training

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.12 Training Recorded in TMS?

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.13 Ensure Training Recorded in TMS

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.14 Request Restoration of Access

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.15 Approve Restoration of Access

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.03.16 Restore Access

Responsible Role: IT Operations and Services Point of Contact

Accountable Role: IT Operations and Services Point of Contact

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.04 Terminate?

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.05 Update TMS Profile

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.06 Verify Computer Access Permissions

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.07 Verify Required Risk Level

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.08 Increase Position Risk Level?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.01 Update and Forward Staff Roster

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.02 Review Current Status

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.03.01 Request e-QIP Questionnaire Completion

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.03.02 Submit Updated e-QIP

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.03.03 Conduct QC e-QIP Signature Pages

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.04 Withdraw?

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.05 Complete Background Investigation

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: Contracting Officer Representative

CONB-03.09.06 Upload BI Results

Responsible Role: Personnel Security Specialist

Accountable Role: Personnel Security Specialist

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.07 Unfavorable BI?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.08 Notify Contractor Lead of Unfavorable BI

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.09.01 Update PIV?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.09.02 Request PIV Card Update

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Field Administrative Services

CONB-03.09.09.03 Review and Approve PIV Request

Responsible Role: Field Administrative Services

Accountable Role: Field Administrative Services

Consulted Role: Contractor Lead

Informed Role: Individual

CONB-03.09.09.04 Approve?

Responsible Role: Field Administrative Services

Accountable Role: Field Administrative Services

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.09.05 Schedule PIV Appointment

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: Contracting Officer Representative

CONB-03.09.09.06 Update PIV Card

Responsible Role: Public Key Infrastructure (PKI) Help Desk

Accountable Role: Public Key Infrastructure (PKI) Help Desk

Consulted Role: None Listed

Informed Role: Contractor Lead; Individual

CONB-03.09.10.01 Request Update to Electronic Access

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.10.02 Approve?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.10.03 Review Electronic Access Request

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: Contractor Lead

CONB-03.09.10.04 Update Electronic Access

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: Contracting Officer Representative; Facility Chief Information Officer

CONB-03.09.10.05 Remote Access?

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.10.06 Create / Update Remote Access Account

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: Contractor Lead; Individual

CONB-03.09.10.07 Access Updated Resources

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.09.10.08 Access Successful?

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.10 Unfavorable BI?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.11 Complete Appropriate Action

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.12 Update TMS Profile

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-03.13 Increase Access

Responsible Role: IT Operations and Services Point of Contact

Accountable Role: IT Operations and Services Point of Contact

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.01 Issues?

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.02 Notify COR of Change in Status

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.03 Notify Contractor Lead to Direct Off-Boarding

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Individual

CONB-04.04 Direct Off-Boarding

Responsible Role: Contractor Lead

Accountable Role: Contractor Lead

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.05 Return Items for Off-Boarding

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.06 Accomplish Off-Boarding Local Actions

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.07 Notify COR Local Off-Boarding Actions Complete

Responsible Role: Local Administrative Support

Accountable Role: Local Administrative Support

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.08 Receive Notification PIV Card Turned In

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Contractor Lead; Contracting Officer

CONB-04.09 Coordinate Account Deactivations

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.10 Deactivate PIV

Responsible Role: PIV Office

Accountable Role: PIV Office

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.11 Deactivate Virtual Private Network

Responsible Role: Information System Security Officer

Accountable Role: Information System Security Officer

Consulted Role: Just in Time Techs

Informed Role: None Listed

CONB-04.12 Deactivate VA Network Accounts

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.13 Complete Off-Boarding

Responsible Role: Individual

Accountable Role: Individual

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.14 Items Returned?

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.15 Hold Invoice Payment

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: Contracting Officer

CONB-04.16 Communicate to Contractor Lead

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.17 Validate Individual Removed from VANS

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.18 Archive Files

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.19.01 Initiate Emergent Off-Boarding

Responsible Role: Contracting Officer Representative

Accountable Role: Contracting Officer Representative

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.19.02 Provide Recommended Actions

Responsible Role: Information System Security Officer

Accountable Role: Information System Security Officer

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.19.03 Deactivate VA Network Accounts

Responsible Role: Enterprise Service Desk

Accountable Role: Enterprise Service Desk

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.19.04 Escort Off Premises

Responsible Role: Law Enforcement

Accountable Role: Law Enforcement

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.19.05 Deactivate Virtual Private Network

Responsible Role: Network and Security Operation Center (NSOC)

Accountable Role: Network and Security Operation Center (NSOC)

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.19.06 Conduct Emergent Off-Boarding

Responsible Role: Information System Security Officer

Accountable Role: Information System Security Officer

Consulted Role: None Listed

Informed Role: None Listed

CONB-04.19.07 Deactivate Physical Access

Responsible Role: PIV Office

Accountable Role: PIV Office

Consulted Role: None Listed

Informed Role: Contracting Officer Representative

CONB-04.19.08 Notify Individual to Return Government Property

Responsible Role: Contracting Officer Representative
Accountable Role: Contracting Officer Representative
Consulted Role: None Listed
Informed Role: None Listed

CONB-04.19.09 Coordinate Account Deactivations

Responsible Role: Contracting Officer Representative
Accountable Role: Contracting Officer Representative
Consulted Role: Just in Time Techs
Informed Role: None Listed

CONB-04.19.10 Return Government Property

Responsible Role: Individual
Accountable Role: Individual
Consulted Role: None Listed
Informed Role: None Listed

CONB-04.19.11 Ensure Government Property Returned

Responsible Role: Contracting Officer Representative
Accountable Role: Contracting Officer Representative
Consulted Role: None Listed
Informed Role: None Listed

CONB-04.19.12 Transfer Responsibility to Recover Property

Responsible Role: Contracting Officer Representative
Accountable Role: Contracting Officer Representative
Consulted Role: None Listed
Informed Role: None Listed

CONB-04.19.13 Hold Invoice Payment

Responsible Role: Contracting Officer Representative
Accountable Role: Contracting Officer Representative
Consulted Role: None Listed
Informed Role: None Listed

CONB-04.19.14 Maintain Record of Emergent Off-Boarding

Responsible Role: Contracting Officer Representative
Accountable Role: Contracting Officer Representative
Consulted Role: None Listed

Informed Role: None Listed

Contractors On/Off-Boarding Associated Artifacts Information

Associated Artifacts information (including hyperlinks) for this process include:

Acquisition Requirements Package

Applicant Contractor On-boarding Checklist

Contract Employee: Background Investigation Request Worksheet Template

Contractor Staff Roster Template

CRISP Screening Checklist

GFE Space Form Template

OIT Contractor Onboarding Processing Toolkit Template

OPM Form OF306-Declaration for Federal Employment Template

OPM INV-70B Request for PIPS-CVS User ID-Access Template

Performance Work Statement

PIV Applicant Information for Employees and Contractors

PIV Office Fingerprint Request Form

Position Task Risk Designation Template

Resource Decision Matrix Template

Self-Certification of Continuous Service Template

SF-85 Questionnaire for Non-Sensitive Position

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Special Agreement Check Request Form

VA Form 0710- Authorization for a Release of Information Template

VA Form 0752-Confidentiality of Sensitive Information Non-Disclosure Agreement Template

VA Form 0887-VA Government Property Loan Form Template

VA Form 0923-Serious Incident Report Template

VA Form 3248-Employees Clearance from Indebtedness Template

VA Form 4236-Certificate of Eligibility Template

VA Handbook 6500.6 - Appendix A - Checklist for Information Security in the Initiation Phase of Acquisitions

Contractors On/Off-Boarding Tools and Web Sites Information

The Tools and Web Sites associated with this process (including hyperlinks) include:

Access VA

Budget Tracking Tool (BTT)

Citrix Access Gateway

Electronic Questionnaires for Investigations Processing (e-QIP)

Form I-9, Employment Eligibility Verification

Identity Credential & Access Management (ICAM)

Invoice Payment Processing System

ISSO Locator List

ISSO Virtual Private Network Portal

IT Service Management

MyVA Elevated Privileges

Network Security Operations Center Remedy Portal

OIT Contractor Onboarding Tracker Tool

OIT ITOPS SMP Facility and Travel Administration Home Page

Personal Identity Verification Database

Personnel Investigations Processing System (PIPS)

Physical Access Control System

PIV Appointment Scheduling Tool

PIV Badge Offices

PIV Card Management System

PIV Credential Identity Verification Matrix

Position Designation Automated Tool (PDAT)

Remote Access Portal

Rescue AnyConnect Virtual Private Network

Service Desk Ticketing System

Talent Management System Self Enrollment Portal

Technology Support Squad

VA Forms Library

VA HSPD-12 Program, How to Get a VA ID Badge

VA Notification System
VA Office of Identity, Credential, and Access Management
VA PIV Enrollment Portal
VA PKI Information and Enrollment Portal
VA Remote Access Information
VA Systems Inventory
VA Talent Management System (TMS)
VA-Personnel Security Adjudication Center Resource Site
Your IT Service Catalog

Contractors On/Off-Boarding Standards Information

Standards associated with this process (including hyperlinks) include:

Code of Federal Regulations, Part 731 - Suitability (Title 5, CFR 731)

eCOR User Guide

Executive Order 13467, Reforming Processes Related to Suitability for Government Employment, Fitness for Contractor Employees, and Eligibility for Access to Classified National Security Information

Executive Order 13488, Granting Reciprocity on Excepted Service and Federal Contractor Employee Fitness and Reinvestigating Individuals in Positions of Public Trust

Federal Information Processing Standards Publications (FIPS) 140-2, Security Requirements for Cryptographic Modules

Federal Information Processing Standards Publications (FIPS) 201-2, Personal Identity Verification (PIV) of Federal Employees and Contractors

Framework for Improving Critical Infrastructure Cybersecurity

How to Get a VA ID Card

HSPD-12 Communication - New Identity Source Document Guidelines

Identity Documentation Criteria

Information Access and Privacy Program

IT Operations and Services (ITOPS) Automated Service Catalog (SVC) User Guide Approver Edition

Job Aid: Assign Learning via Assignment Profiles

Mandatory Use of PIV Multifactor Authentication for Users with Elevated Privileges (VAIQ 7613597)

Mandatory Use of PIV Multifactor Authentication to VA Information System (VAIQ 7613595)

Office of Information and Technology Space Standards (VAIQ 7282835)

Personal Identity Verification (PIV) Logical Access Policy Clarification (VIEWS 00155984)

Personal Identity Verification (PIV) Responsibilities and Deadlines for OIT Offices (VAIQ 7103588)

Resource Decision Matrix

Special Agreement Checks Requirements

Suitability Processing Handbook

VA Card Types and Requirements

VA Directive 0320, Comprehensive Emergency Management Homeland Security Program

VA Directive 0321, Serious Incident Reports

VA Directive 0710, Personnel Security and Suitability Program

VA Directive 0735, Homeland Security Presidential Directive 12 (HSPD-12) Program
VA Directive 6500, VA Cybersecurity Program
VA Handbook 0710, Personnel Security and Suitability Program
VA Handbook 0730/4, Security and Law Enforcement
VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program
VA Handbook 6500.6, Contract Security
VA Handbook 7002, Logistics Management Procedures
VA Public Key Infrastructure (PKI) Program Setting up E-mail Outlook 2003
VA Public Key Infrastructure (PKI) Program Setting up E-mail Outlook 2007
VA Public Key Infrastructure (PKI) Program Setting up E-mail Outlook 2010
VA Public Key Infrastructure (PKI) Program, Completing PKI Paperwork Instructional Document
VAPERSEC 17-02 Personal Identity Verification (PIV) Card Issuance
VAPERSEC 18-01 Special Agreement Checks Requirements

Contractors On/Off-Boarding Process

Activity Name: CONB-01 Prepare for On-Boarding

Previous Activities

Process Begins

Next Activities

CONB-01.01 Identify Security Requirements

Description

The sub-process map for Prepare for On-Boarding cycles through the following dependent activities:

- Identify Security Requirements
- Identify GFE Requirements
- Notify of GFE Requirements
- Validate GFE Availability

Activity Name: CONB-01.01 Identify Security Requirements

Concurrent Activities

CONB-01.02 Identify Systems Needed for Access

And

CONB-01.03 Identify Space Requirements

And

CONB-01.04 Identify GFE Requirements

Previous Activities

CONB-01 Prepare for On-Boarding

Next Activities

CONB-01.05 GFE Required?

Description

The Contracting Officer Representative (COR) identifies security requirements for a position based on the risk level for the task role using the Position Designation Automated Tool (PDT). The COR completes the Security Attachment for the draft acquisition package within the Security Section of the Performance Work Statement. Access templates in the PDT to document risk by:

- Using the task name to complete the "position" field in PDT (corresponding task to position)
- Designating the appropriate risk level(s) associated with investigation level(s) using results of PDT [Position Designation Record(s)] by task and/or each individual work effort

The COR completes, signs and obtains required signatures for the Checklist for Information Security in the Initiation Phase of Acquisitions within Appendix A of VA Handbook 6500.6, Contract Security Tailoring and completing Appendix C of VA Handbook 6500.6, Contract Security.

Once the performance work statement, including the Personnel Security Section, is prepared the contract effort follows the Contracting Support Services process through award of the Contract.

The COR initiates the CRISP Screening Checklist, used to track completion of on-boarding requirements.

Input

Acquisition Requirements Package

Performance Work Statement or Statement of Work

Position Designation Record

Requirements Package

Resource Decision Matrix

Output

CRISP Screening Checklist

Position/Task Risk Designation Level(s) And Contractor Personnel Security Requirements Form
Checklist for Information Security in the Initiation Phase of Acquisitions (VA Handbook 6500.6, Contract Security Appendix A)

VA Information and Information System Security/Privacy Language for Inclusion into Contracts (VA Handbook 6500.6, Contract Security Appendix C)

Associated Artifacts

Acquisition Requirements Package

CRISP Screening Checklist

Performance Work Statement

Position Task Risk Designation Template

Resource Decision Matrix Template

VA Handbook 6500.6 - Appendix A - Checklist for Information Security in the Initiation Phase of Acquisitions

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

Information System Security Officer; VA Security Specialist

Informed Role

None Listed

Tools and Websites

Position Designation Automated Tool (PDAT)

Technology Support Squad

VA-Personnel Security Adjudication Center Resource Site

More Info

Refer to the VA Handbook 6500.6 Security Attachment for information on fingerprints, background investigation, and Personal Identification Verification.

The Checklist for Information Security in the Initiation Phase of Acquisitions is located in VA Handbook 6500.6. See Contract Security in Appendix A, and the VA Information and Information System Security/Privacy Language for Inclusion into Contracts in Appendix C.

Activity Name: CONB-01.02 Identify Systems Needed for Access**Concurrent Activities**

CONB-01.01 Identify Security Requirements

And

CONB-01.03 Identify Space Requirements

And

CONB-01.04 Identify GFE Requirements

Previous Activities

CONB-01 Prepare for On-Boarding

Next Activities

CONB-01.05 GFE Required?

Description

The Contracting Officer Representative reviews the Performance Work Statement to identify the systems the contractors need access to in the performance of the contract requirements.

Input

Acquisition Requirements Package

GFE/GFS Memo

Performance Work Statement

Resource Decision Matrix

Output

Identified Systems Needed for Access

Associated Artifacts

Acquisition Requirements Package
Performance Work Statement
Resource Decision Matrix Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

Information System Security Officer

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges
Your IT Service Catalog

More Info

None Listed

Activity Name: CONB-01.03 Identify Space Requirements**Concurrent Activities**

CONB-01.01 Identify Security Requirements
And
CONB-01.02 Identify Systems Needed for Access
And
CONB-01.04 Identify GFE Requirements

Previous Activities

CONB-01 Prepare for On-Boarding

Next Activities

CONB-01.05 GFE Required?

Description

The Contracting Officer Representative (COR) identifies the space requirement need for the contract as identified in the Performance Work Statement. The COR communicates these requirements to the IT Space and Facilities Management Office.

Input

Acquisition Requirements Package

Draft Occupancy Agreement

GFE/GFS Memo

Performance Work Statement

Program of Requirements

Resource Decision Matrix

Output

Updates to Program of Requirements or

Updates to Draft Occupancy Agreement

Associated Artifacts

Acquisition Requirements Package

Performance Work Statement

Resource Decision Matrix Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

Facility Chief Information Officer

Informed Role

Director, IT Space and Facilities Management

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-01.04 Identify GFE Requirements

Concurrent Activities

CONB-01.01 Identify Security Requirements

And

CONB-01.02 Identify Systems Needed for Access

And

CONB-01.03 Identify Space Requirements

And

CONB-01.04 Identify GFE Requirements

Previous Activities

CONB-01 Prepare for On-Boarding

Next Activities

CONB-01.05 GFE Required?

Description

The Contracting Officer Representative (COR) validates and refines previously submitted Government Furnished Equipment (GFE) for the contract. The GFE requirement is included in the Performance Work Statement and Requirements Package.

The COR updates the CRISP Screening Checklist, used to track completion of on-boarding requirements.

Input

Acquisition Requirements Package

CRISP Screening Checklist

GFE/GFS Memo

Performance Work Statement Requirements Package

Resource Decisions Matrix Template

Output

Updated CRISP Screening Checklist

Updated GFE/GFS Memo

Associated Artifacts

Acquisition Requirements Package

CRISP Screening Checklist

GFE Space Form Template

Performance Work Statement

Resource Decision Matrix Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Position Designation Automated Tool (PDAT)

More Info

None Listed

Activity Name: CONB-01.05 GFE Required?

Previous Activities

CONB-01.01 Identify Security Requirements

AND

CONB-01.02 Identify Systems Needed for Access

AND

CONB-01.03 Identify Space Requirements

AND

CONB-01.04 Identify GFE Requirements

Next Activities

If 'Yes':

CONB-01.06 Notify of GFE Requirements

Or

If 'No':

CONB-02 Complete On-Boarding

Description

The Contracting Officer Representative reviews the information from the Statement of Work to see if GFE will be required for the Contractor(s).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

Individual

Informed Role

None Listed

Activity Name: CONB-01.06 Notify of GFE Requirements

Previous Activities

CONB-01.05 GFE Required?

Next Activities

CONB-01.07 Validate GFE Availability

Description

The Contracting Officer Representative (COR) determines whether Government Furnished Equipment (GFE) is needed. Upon the COR determining GFE is needed, the COR notifies the IT Operations and Services (ITOPS) Point of Contact at least 30 days prior to when the GFE is needed.

Input

Acquisition Requirements Package (Awarded Contract)

GFE /GFS Memo

Output

Updated GFE/GFS Memo

Notification to IT Operations and Services on Government Furnished Equipment

Associated Artifacts

GFE Space Form Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

IT Operations and Services Point of Contact

Tools and Websites

Budget Tracking Tool (BTT)

Your IT Service Catalog

More Info

Requirements for GFE are ideally identified early in the acquisition life cycle and appropriate forms emailed to “VA IT FO GFE SUPPORT FOR IT FUNDED CONTRACTOR” GFE requirements must be identified in Performance Work Statements (PWS) and contract award documentation.

The Budget Tracking Tool (BTT) Acquisition Review Module (ARM) streamlines the acquisition process by combining acquisition, budget, and the technical review process for all IT-related requirements.

Activity Name: CONB-01.07 Validate GFE Availability

Previous Activities

CONB-01.06 Notify of GFE Requirements

Next Activities

CONB-02 Complete On-Boarding

Description

The IT Operations and Services (ITOPS) Point of Contact receives the Government Furnished Equipment (GFE) notification from the Contracting Officer's Representative and validates Government Furnished Equipment (GFE) availability.

Input

Notification to IT Operations and Services on Government Furnished Equipment

Output

Updated Inventory

Associated Artifacts

None Listed

Responsible Role

IT Operations and Services Point of Contact

Accountable Role

IT Operations and Services Point of Contact

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-02 Complete On-Boarding

Previous Activities

CONB-01.07 Validate GFE Availability

Next Activities

CONB-02.01 Send Contractor Onboarding Tool Kit to Contractor Lead

Description

The sub-process map for Complete On-Boarding cycles through the following dependent activities:

- Send Contractor Onboarding Tool Kit to Contractor Lead
- Send Information to Individual
- Complete All Required Information
- Provide Information for Investigation/SAC
- Complete Required Training
- Provide Training Certificates
- Complete Fingerprint Adjudication
- Request Investigation
- Investigation Received?
- Create User Provisioning
- Obtain PIV Card
- Request/Issue GFE
- Access Network
- Additional Apps Access Required?
- Grant Application Access
- Elevated Privileges?
- Complete Elevated Privileges
- Begin Work
- Complete Investigation
- Upload Investigation Results
- Notify Contractor Lead of Investigation Results
- BI Results?
- Update VA Notification System

Activity Name: CONB-02.01 Send Contractor Onboarding Tool Kit to Contractor Lead

Previous Activities

CONB-02 Complete On-Boarding

Next Activities

CONB-02.02 Send Information to Individual

Description

The Contracting Officer Representative (COR) sends the Contractor Onboarding Tool Kit to Contractor Lead. The COR assigns the Contractor Lead to complete the OIT Contractor Onboarding Tracker Tool to complete. The tool will require the Contractor Lead to request Access.

Input

Performance Work Statement

Output

Applicant Contractor On-boarding Checklist

Contractor On-boarding Tool Kit

Associated Artifacts

Applicant Contractor On-boarding Checklist

OIT Contractor Onboarding Processing Toolkit Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

OIT Contractor Onboarding Tracker Tool

More Info

The Contractor Onboarding Tool Kit provides a detailed Standard Operating Procedure of all steps and forms needed by the Contractor and their employees for all onboarding steps.

Activity Name: CONB-02.02 Send Information to Individual**Previous Activities**

CONB-02.01 Send Contractor Onboarding Tool Kit to Contractor Lead

Next Activities

CONB-02.03 Complete All Required Information

Description

The Contractor Lead sends the Contractor On-boarding Tool Kit to the Individual to use as a guide for all onboarding steps. The Contractor Lead will use the Toolkit to help track overall onboarding to ensure individual contractors have a trouble free process through all steps of onboarding.

The Contractor Lead updates the Office of Information and Technology (OIT) Contractor Onboarding Tracker Tool as well with information on each Contractor assigned to the project.

Input

Acquisition Requirements Package (Awarded Contract)

Announcement of Contract Award (E-mail)

Applicant Contractor On-boarding Checklist

Contracting Officer's Representative Designation Letter

Contractor On-Boarding Processing Tool Kit

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

Output

Contract Employee: Background Investigation Request Worksheet

Contractor Staff Roster

Office of Personnel Management Form OF306, Declaration for Federal Employment

Self-Certification of Continuous Service (if applicable)

SF-85 Questionnaire for Non-Sensitive Position (if applicable)

Special Agreement Check Fingerprint Verification Worksheet Form

Updated Applicant Contractor On-boarding Checklist

Updated CRISP Screening Checklist

Updated OIT Contractor On-Boarding Processing Toolkit

Associated Artifacts

Applicant Contractor On-boarding Checklist

CRISP Screening Checklist

Contract Employee: Background Investigation Request Worksheet Template

Contractor Staff Roster Template

OIT Contractor Onboarding Processing Toolkit Template

OPM Form OF306-Declaration for Federal Employment Template

PIV Office Fingerprint Request Form

SF-85 Questionnaire for Non-Sensitive Position

Self-Certification of Continuous Service Template

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

OIT Contractor Onboarding Tracker Tool

VA Talent Management System (TMS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The OIT Contractor Onboarding Tracker Tool requires the Contractor Lead to request access the first time the tool is used.

Activity Name: CONB-02.03 Complete All Required Information

Previous Activities

CONB-02.02 Send Information to Individual

Next Activities

CONB-02.04 Provide Information for Investigation/SAC

And

CONB-02.05 Complete Required Training

Description

The Individual completes all information requested by the Contractor Lead and sends back all required information no later than day two of onboarding for submittal to the Contracting Officer Representative.

Input

Contract Employee: Background Investigation Request Worksheet

Contractor Staff Roster

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

Office of Personnel Management (OPM) Form OF306, Declaration for Federal Employment

Security Information Center (SIC) Fingerprint Verification Worksheet Form

Self-Certification of Continuous Service (if applicable)

Output

Submitted Contract Employee: Background Investigation Request Worksheet

Submitted OPM Form OF306, Declaration for Federal Employment

Submitted SIC Fingerprint Verification Form

Submitted Self-Certification of Continuous Service (if applicable)

Worksheet Form

Updated Contractor Staff Roster

Updated CRISP Screening Checklist

Associated Artifacts

CRISP Screening Checklist

Contract Employee: Background Investigation Request Worksheet Template

PIV Office Fingerprint Request Form

Self-Certification of Continuous Service Template

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contracting Officer Representative

Tools and Websites

Talent Management System Self Enrollment Portal

VA Talent Management System (TMS)

VA-Personnel Security Adjudication Center Resource Site

More Info

None Listed

Activity Name: CONB-02.04 Provide Information for Investigation/SAC**Concurrent Activities**

CONB-02.05 Complete Required Training

Previous Activities

CONB-02.03 Complete All Required Information

Next Activities

CONB-02.07 Complete Fingerprint Adjudication

Description

The Contractor Lead submits all onboarding information to the Contracting Officer Representative for Investigation/Special Agreement Check (SAC) as required.

Input

Contract Employee: Background Investigation Request Worksheet

Contractor Staff Roster

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

Office of Personnel Management (OPM) Form OF306, Declaration for Federal Employment

Security Information Center (SIC) Fingerprint Verification Worksheet Form

Self-Certification of Continuous Service (if applicable)

Output

Submitted Contract Employee: Background Investigation Request Worksheet

Submitted OPM Form OF306, Declaration for Federal Employment

Submitted SIC Fingerprint Verification Form

Submitted Self-Certification of Continuous Service (if applicable)

Worksheet Form

Updated Contractor Staff Roster

Updated CRISP Screening Checklist

Associated Artifacts

CRISP Screening Checklist

Contract Employee: Background Investigation Request Worksheet Template

Contractor Staff Roster Template

PIV Office Fingerprint Request Form

Self-Certification of Continuous Service Template

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

Talent Management System Self Enrollment Portal

VA Talent Management System (TMS)

VA-Personnel Security Adjudication Center Resource Site

More Info

None Listed

Activity Name: CONB-02.05 Complete Required Training**Concurrent Activities**

CONB-02.04 Provide Information for Investigation/SAC

Previous Activities

CONB-02.03 Complete All Required Information

Next Activities

CONB-02.05.01 Training Required

Description

The sub-process for Complete Required Training cycles through the following dependent activities and decisions:

- Training Required?
- Create/Update TMS Account
- Complete Required Training
- Issues?
- Seek Assistance to Complete Training
- Assist to Complete Training
- Training Complete?
- Notify Training Complete
- Complete Appropriate Action
- Update and Forward Staff Roster

Activity Name: CONB-02.05.01 Training Required**Previous Activities**

CONB-02.05 Complete Required Training

Next Activities

If 'YES':

CONB-02.05.02 Create/Update TMS Account

Or

If 'NO':

CONB-02.06 Provide Training Certificates

Description

The Individual, working with the Contracting Officer Representative, Contractor Lead and TMS Administrator provides information to the Individual if training is needed, YES, or not, NO.

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.05.02 Create/Update TMS Account

Previous Activities

CONB-02.05.01 Training Required

Next Activities

CONB-02.05.03 Complete Required Training

Description

The Individual creates an account in Talent Management System (TMS) via the TMS Self Enrollment Portal. If the Individual is not doing self-enrollment, the Contracting Officer Representative will send the necessary information for the Individual to complete.

Input

Contractor On-Boarding Tool Kit

Output

TMS Account Created

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

Talent Management System Administrator

Informed Role

Contracting Officer Representative; Talent Management System Administrator

Tools and Websites

Talent Management System Self Enrollment Portal

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.05.03 Complete Required Training**Previous Activities**

CONB-02.05.02 Create/Update TMS Account

Or

CONB-02.05.09 Complete Appropriate Action

Next Activities

CONB-02.05.04 Issues?

Description

The Individual works with the Contracting Officer Representative to develop a profile in Talent Management System (TMS) using the TMS Self Enrollment Portal. Once the profile is established the Individual completes the following mandatory training within five days of contract award:

- VA Privacy and Information Security Awareness and Rules of Behavior
- VHA Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training (if anyone accesses Protected Health Information)
- Role based cyber security or privacy training when applicable and identified by the Contracting Officer's Representatives for VA personnel with equivalent information system access

Input

Notification to Individual of Required Actions and Timeframes

TMS Self-Enrollment Profile

Output

TMS Record of Training Completion

Updated TMS Self-Enrollment Profile

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Talent Management System Self Enrollment Portal

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.05.04 Issues?**Previous Activities**

CONB-02.05.03 Complete Required Training

Next Activities

If 'YES':

CONB-02.05.05 Seek Assistance to Complete Training

Or

If 'NO':

CONB-02.05.08 Notify Training Complete

Description

The Individual taking the training identifies any issues (YES), or not (NO).

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.05.05 Seek Assistance to Complete Training**Previous Activities**

CONB-02.05.04 Issues?

Next Activities

CONB-02.05.06 Assist to Complete Training

Description

The Individual seeks assistance from the Talent Management System Administrator to complete training if issues are encountered.

Input

Notification to Individual of Required Actions and Timeframes

Output

Notification to Talent Management System Administrator of Issues

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Talent Management System Administrator

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.05.06 Assist to Complete Training**Previous Activities**

CONB-02.05.05 Seek Assistance to Complete Training

Next Activities

CONB-02.05.07 Training Complete?

Description

The Talent Management System Administrator assists the Individual with any issues related to completing the training.

Input

Notification to Contractor Lead and Contracting Officer's Representative of Issues

Notification to Talent Management System Administrator of Issues

Output

Talent Management System Training Assistance

Associated Artifacts

Contractor Staff Roster Template

Responsible Role

Talent Management System Administrator

Accountable Role

Talent Management System Administrator

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.05.07 Training Complete?**Previous Activities**

CONB-02.05.06 Assist to Complete Training

Next Activities

If 'YES':

CONB-02.05.08 Notify Training Complete

Or

If 'NO':

CONB-02.05.09 Complete Appropriate Action

Description

The Talent Management System Administrator confirms that training is completed once the Individual completes all training that required assistance (YES) or the training is still not complete (NO).

Responsible Role

Talent Management System Administrator

Accountable Role

Talent Management System Administrator

Consulted Role

None Listed

Informed Role

Contractor Lead

Activity Name: CONB-02.05.08 Notify Training Complete**Previous Activities**

CONB-02.05.04 Issues?

Or

CONB-02.05.07 Training Complete?

Next Activities

CONB-02.05.10 Update and Forward Staff Roster

Description

The Individual notifies the Contractor Lead and Contracting Officer Representative (COR) of completion of the following mandatory training within five days of contract award:

- VA Privacy and Information Security Awareness and Rules of Behavior
- VHA Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training (if anyone accesses Protected Health Information)
- Role based cyber security or privacy training when applicable and identified by the COR for VA personnel with equivalent information system access

Input

Talent Management System Record of Training Completion

Output

Notification to Contractor Lead and COR of Completion of Required Training

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contracting Officer Representative; Contractor Lead

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.05.09 Complete Appropriate Action

Previous Activities

CONB-02.05.07 Training Complete?

Next Activities

CONB-02.05.03 Complete Required Training

Description

The Contractor Lead monitors the status of progress in completing training and takes appropriate action if issues occur (e.g., assistance to the Individual to complete training or removing the Individual).

Input

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

Contractor Staff Roster

Personnel Investigations Processing System Result (Email)

Talent Management System Record of Training Completion

Training Compliance Deficiency Report

Output

Updated Contractor Staff Roster

Associated Artifacts

CRISP Screening Checklist

Contractor Staff Roster Template

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-02.05.10 Update and Forward Staff Roster**Previous Activities**

CONB-02.05.08 Notify Training Complete

Next Activities

CONB-02.06 Provide Training Certificates

Description

The Contractor Lead receives notice from the Individual of completion of mandatory training in the Talent Management System and updates the Contractor Staff Roster. The Contractor Lead forwards the Contractor Staff Roster to the Contracting Officer Representative.

Input

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

Contractor Staff Roster

Notification to Contractor Lead of Completion of Training

Notification to Individual of Required Actions and Timeframes

Output

Updated and Forwarded Contractor Staff Roster

Updated CRISP Screening Checklist

Associated Artifacts

CRISP Screening Checklist

Contractor Staff Roster Template

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-02.06 Provide Training Certificates**Previous Activities**

CONB-02.05.01 Training Required

Or

CONB-02.05.10 Update and Forward Staff Roster

Next Activities

CONB-02.08 Request Investigation

And

CONB-02.10 Create User Provisioning

Description

The Contractor Lead forwards training certificates to the Contracting Officer Representative.

Input

Talent Management System (TMS) Record of Training Completion

Output

Forwarded TMS Record of Training Completion

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.07 Complete Fingerprint Adjudication

Previous Activities

CONB-02.04 Provide Information for Investigation/SAC

Next Activities

CONB-02.07.01 Notify Individual

Description

The sub-process for Conduct Special Agreement Check cycles through the following dependent activities and decisions:

- Notify Individual
- New Fingerprints Required?
- Obtain Fingerprints
- Submit Request for SAC Adjudication
- Conduct Special Agreement Check
- Process Special Agreement Check Report
- SAC Without Issues?
- Withdraw?
- Confirm SAC Adjudicated
- Receive and Forward Documents
- Receive Special Agreement Check Report

Activity Name: CONB-02.07.01 Notify Individual

Previous Activities

CONB-02.07 Complete Fingerprint Adjudication

Next Activities

CONB-02.07.02 New Fingerprints Required?

Description

The Contractor Lead receives the notification from the Contracting Officer Representative (COR), with the Security Information Center (SIC) Fingerprint Verification Form, and instructions on obtaining and documenting fingerprints. The Contractor Lead notifies and forwards the information to the Individual.

Input

Contractor Staff Roster

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

List of Locations to Obtain Cards (and Fingerprints)

Notification to Contract Lead Regarding Completion of Special Agreement Check (SAC) Fingerprint Verification Form

SAC Fingerprint Verification Form

Output

Forwarded CRISP Screening Checklist

Forwarded List of Locations to Obtain Cards (and Fingerprints)

Forwarded SAC Fingerprint Verification Form

Notification to Complete Fingerprinting (E-mail)

Associated Artifacts

CRISP Screening Checklist

PIV Office Fingerprint Request Form

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

PIV Badge Offices

VA-Personnel Security Adjudication Center Resource Site

More Info

The list of locations to obtain cards and fingerprints is located on the VA HSPD-12 Program web site.

Some VA facilities require authorization from the COR before a fingerprint appointment is granted.

The preferred method to send the forwarded SAC Fingerprint Verification Form is by encrypted e-mail. If unable to send encrypted e-mail, reply with another method which complies with FIPS 140-2 compliant methods such as secure fax or using a traceable mail service.

Activity Name: CONB-02.07.02 New Fingerprints Required?

Previous Activities

CONB-02.07.01 Notify Individual

Next Activities

If 'YES':

CONB-02.07.03 Obtain Fingerprints

Or

If 'NO':

CONB-02.08 Request Investigation

And

CONB-02.10 Create User Provisioning

Description

The Individual, working with the Contractor Lead, determines if new fingerprints are required, YES, or not, NO.

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.07.03 Obtain Fingerprints

Previous Activities

CONB-02.07.02 New Fingerprints Required?

Next Activities

CONB-02.07.04 Submit Request for SAC Adjudication

Description

Upon receipt of the Notification to Complete Fingerprinting (E-mail) the Individual makes an appointment with a VA facility to have electronic fingerprints taken (if appointments are required). Otherwise, the individual requests information from the Contracting Officer Representative (COR) or their designee, to obtain fingerprints on a walk-in basis. Only electronic fingerprints are accepted by the VA, except for exceptional situations.

Input

List of Locations to Obtain Cards (and Fingerprints)

Notification to Complete Fingerprinting (E-mail)

Output

Security and Investigations Center Contractor/Employee Fingerprinting Request Form

Associated Artifacts

OPM INV-70B Request for PIPS-CVS User ID-Access Template

PIV Office Fingerprint Request Form

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

PIV Badge Offices

Personnel Investigations Processing System (PIPS)

More Info

The list of locations to obtain cards and fingerprints is located on the VA HSPD-12 Program web site.

Some VA facilities require authorization from the COR before a fingerprint appointment is granted.

Fingerprints are sent electronically from VA to Office of Personnel Management (OPM) to the Federal Bureau of Investigation where the fingerprints are run against several databases. The results are then sent electronically back to VA and stored in folders according to the Security Office Identifier.

Personnel Investigation Processing System (PIPS) is a secured site. Access to the site will require the user to first obtain access to the OPM. Once access is granted to the OPM site, the user will then need to request access to PIPS using form INV-70B.

Activity Name: CONB-02.07.04 Submit Request for SAC Adjudication

Previous Activities

CONB-02.07.03 Obtain Fingerprints

Next Activities

CONB-02.07.05 Conduct Special Agreement Check

Description

The Contracting Officer Representative submits the request for Special Agreement Check (SAC) Adjudication to the VA Security Specialist to receive notification once fingerprints are adjudicated.

Input

SAC Request Form

Output

Updated SAC Request Form

Associated Artifacts

Special Agreement Check Request Form

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

More Info

None Listed

Activity Name: CONB-02.07.05 Conduct Special Agreement Check

Previous Activities

CONB-02.07.04 Submit Request for SAC Adjudication

Next Activities

CONB-02.07.06 Process Special Agreement Check Report

Description

The VA Security Specialist, or a trained VA Individual, processes the fingerprints electronically, usually at the VA law enforcement office. The VA Security Specialist completes Part C of the Security Information Center (SIC) Fingerprint Verification Form and returns the form to the Individual. The VA Security Specialist also uploads the fingerprints to the Office of Personnel Management (OPM).

Input

Security and Investigations Center Contractor/Employee (SIC) Fingerprint Verification Form

Output

Completed Security and Investigations Center Contractor/Employee (SIC) Fingerprint Verification Form

Associated Artifacts

PIV Office Fingerprint Request Form

Responsible Role

VA Security Specialist

Accountable Role

VA Security Specialist

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

PIV Badge Offices

Personnel Investigations Processing System (PIPS)

More Info

Fingerprints are sent electronically from VA to OPM to the Federal Bureau of Investigation where the fingerprints are run against several databases. The results are then sent electronically back to OPM and stored in folders according to the Security Office Identifier.

Activity Name: CONB-02.07.06 Process Special Agreement Check Report

Previous Activities

CONB-02.07.05 Conduct Special Agreement Check

Next Activities

CONB-02.07.07 SAC Without Issues?

Description

The VA Security Specialist reviews the results of the special agreement check and makes a determination regarding eligibility for access to VA facilities and/or systems. Fingerprints without issues are generally adjudicated within 48 hours. If issues are identified the process can take up to 5 business days of submission of the fingerprints for the VA Security Specialist make a determination of eligibility.

Input

Contract Employee: Background Investigation Request Worksheet

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

Office of Personnel Management INV-70B Request for PIPS-CVS User ID-Access

Results from Adjudication in Personnel Investigations Processing System

Security Information Center (SIC) Fingerprint Verification Form

Output

Personnel Investigations Processing System Results

SIC Fingerprint Verification Form

Updated CRISP Screening Checklist

Associated Artifacts

CRISP Screening Checklist

Contract Employee: Background Investigation Request Worksheet Template

OPM INV-70B Request for PIPS-CVS User ID-Access Template

Responsible Role

VA Security Specialist

Accountable Role

VA Security Specialist

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

If favorable, the Personnel Investigation Processing System (PIPS) Special Agreement Check results read as "closed no issues". Alternatively, the results may read as "with issues". The Contracting Officer's Representative (COR) provides the point of contact at the Security Office the COR Designation Letter. The PIPS System is a restricted access system only accessible by authorized personnel.

Since PIPS is a secured site. Access to the site will require the user to first obtain access to the Office of Personnel Management (OPM). Once access is granted to the OPM site, the user will then need to request access to PIPS using form INV-70B.

Activity Name: CONB-02.07.07 SAC Without Issues?

Previous Activities

CONB-02.07.06 Process Special Agreement Check Report

Next Activities

If 'Yes':

CONB-02.07.09 Confirm SAC Adjudicated

Or

If 'No':

CONB-02.07.08 Withdraw?

Description

The Contracting Officer Representative confirms no issues were identified with fingerprint adjudication from the Security and Investigation Center impacting the onboarding of the contractor (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.07.08 Withdraw?

Previous Activities

CONB-02.07.07 SAC Without Issues?

Next Activities

If 'Yes':

CONB-04 Complete Off-Boarding

Or

If 'No':

CONB-02.07.09 Confirm SAC Adjudicated

Description

The Contracting Officer Representative makes a determination if the issues identified in the SIC would require the individual to withdraw from the onboarding process (YES) or continue (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Individual

Activity Name: CONB-02.07.09 Confirm SAC Adjudicated

Previous Activities

CONB-02.07.07 SAC Without Issues?

Or

CONB-02.07.08 Withdraw?

Next Activities

CONB-02.07.10 Receive and Forward Documents

Description

The Contracting Officer Representative (COR) confirms the Special Agreement Check (SAC) is adjudicated via receipt of the SAC Report sent by the VA Security Specialist. The SAC Report is generally sent to the COR within 48 hours from the date of the fingerprints.

Input

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

COR Designation Letter

Contractor Staff Roster

Personnel Investigations Processing System Results (E-mail)

Results from Adjudication in Personnel Investigations Processing System

SAC Fingerprint Verification Report

Output

Notice of Status of Initiation of Background Investigation

Reviewed Personnel Investigations Processing System Result (E-mail)

Updated CRISP Screening Checklist

Updated Contractor Staff Roster

Associated Artifacts

CRISP Screening Checklist

Contractor Staff Roster Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The COR provides the point of contact at the Security Office via the COR Designation Letter.

Activity Name: CONB-02.07.10 Receive and Forward Documents**Previous Activities**

CONB-02.07.09 Confirm SAC Adjudicated

Next Activities

CONB-02.07.11 Receive Special Agreement Check Report

Description

The Contractor Lead receives results from the Special Agreement Check (SAC) from the Contracting Officer Representative. The Contractor Lead forwards results to the Individual to let them know the fingerprints have been adjudicated.

Input

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

SAC Fingerprint Verification Report

Output

Forwarded CRISP Screening Checklist

Forwarded SAC Fingerprint Verification Report

Associated Artifacts

CRISP Screening Checklist

PIV Office Fingerprint Request Form

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The SAC Fingerprint Verification Form contains Personally Identifiable Information (i.e., Name and Social Security Number) and needs to be sent in a secure manner by fax or encryption. If unable to send encrypted e-mail, other methods which comply with FIPS 140-2 are to encrypt the file, use a secure fax, or use a traceable mail service.

Activity Name: CONB-02.07.11 Receive Special Agreement Check Report

Previous Activities

CONB-02.07.10 Receive and Forward Documents

Next Activities

CONB-02.08 Request Investigation

And

CONB-02.10 Create User Provisioning

Description

The Individual receives a copy of the results of the Special Agreement Check (SAC) Fingerprint Verification Report sent by the Contractor Lead.

Input

Contracting Officer Representative Designation Letter

SAC Fingerprint Verification Report

Output

Forwarded SAC Fingerprint Verification Report

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contracting Officer Representative

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

More Info

The SAC Fingerprint Verification Form contains Personally Identifiable Information (i.e., Name and Social Security Number) and needs to be sent in a secure manner by fax or encryption. If unable to send encrypted e-mail, other methods which comply with FIPS 140-2 are to encrypt the file, use a secure fax, or use a traceable mail service.

Activity Name: CONB-02.08 Request Investigation**Concurrent Activities**

CONB-02.10 Create User Provisioning

Previous Activities

CONB-02.06 Provide Training Certificates

Or

CONB-02.07.02 New Fingerprints Required?

Or

CONB-02.07.11 Receive Special Agreement Check Report

Or

CONB-02.09 Investigation Received?

Next Activities

CONB-02.08.01 Request Investigation

And

CONB-02.08.02 Submit Documents for Security and Investigations Center

Description

The sub-process Request Investigation cycles through the following dependent activities:

- Request Investigation
- Submit Documents for Security and Investigations Center
- Complete e-QIP or Reciprocity
- Validate Investigation Is Received

Activity Name: CONB-02.08.01 Request Investigation**Concurrent Activities**

CONB-02.08.02 Submit Documents for Security and Investigations Center

Previous Activities

CONB-02.08 Request Investigation

Next Activities

CONB-02.08.03 Complete e-QIP or Reciprocity

Description

The Contracting Officer Representative (COR) follows the guidance located on the Security and Investigations Center (SIC) resource site for investigation processing and requests an Investigation for the Individual.

Input

Contract Employee: Background Investigation Request Worksheet

Contractor Staff Roster

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

Office of Personnel Management (OPM) Form OF306, Declaration for Federal Employment

Special Agreement Check Fingerprint Verification Form

VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

Output

Updated Contract Employee: Background Investigation Request Worksheet

Updated Contractor Staff Roster

Updated CRISP Screening Checklist

Associated Artifacts

CRISP Screening Checklist

Contract Employee: Background Investigation Request Worksheet Template

Contractor Staff Roster Template

OPM Form OF306-Declaration for Federal Employment Template

Self-Certification of Continuous Service Template

VA Form 0710- Authorization for a Release of Information Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

More Info

See the Security and Investigations Center Resource Site page for Contract Officers and COR's for more guidance.

Activity Name: CONB-02.08.02 Submit Documents for Security and Investigations Center**Concurrent Activities**

CONB-02.08.01 Request Investigation

Previous Activities

CONB-02.08 Request Investigation

Next Activities

CONB-02.08.03 Complete e-QIP or Reciprocity

Description

The Contracting Officer Representative (COR) submits the required documents by uploading the documents through the Security and Investigations Center (SIC) Resource Site. The COR scans documents received from the Individual and renames them using SIC Naming Convention Instructions. The SIC naming system is used to save and upload documents. If the forms contain

any mistakes or omissions, the Contracting Officer Representative returns the forms to the Contractor Lead for corrections.

The documents are used by Office of Personnel Management (OPM) for the Background Investigation.

Input

Contract Employee: Background Investigation Request Worksheet

Contractor Staff Roster

Continuous Readiness in Information Security Program (CRISP) Screening Checklist

OPM Form OF306, Declaration for Federal Employment

Self-Certification of Continuous Service (if applicable)

VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

Output

Updated CRISP Screening Checklist

Uploaded Contract Employee: Background Investigation Request Worksheet

Uploaded OPM Form OF306, Declaration for Federal Employment

Uploaded Self-Certification of Continuous Service

Uploaded VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

Associated Artifacts

CRISP Screening Checklist

Contract Employee: Background Investigation Request Worksheet Template

OPM Form OF306-Declaration for Federal Employment Template

Self-Certification of Continuous Service Template

VA Form 0710- Authorization for a Release of Information Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

Security and Investigations Center

Informed Role

Individual

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

More Info

The documents required for individual background investigations are located on the SIC Resource Site on a page for contractors in the web site. A secure scanner is used to process faxed documents which include Personally Identifiable Information.

Activity Name: CONB-02.08.03 Complete e-QIP or Reciprocity

Previous Activities

CONB-02.08.01 Request Investigation

AND

CONB-02.08.02 Submit Documents for Security and Investigations Center

Next Activities

CONB-02.08.03.01 Prior Federal Service or Active BI?

Description

The sub-process for Complete e-QIP or Reciprocity cycles through the following dependent activities and decisions:

- Prior Active Service or Active BI?
- Request Review
- Conduct Reciprocity Applicability Review
- Reciprocity?
- Request e-QIP Questionnaire Completion
- Submit Completed e-QIP
- Submit Signature Pages
- Send Certificate of Eligibility

Activity Name: CONB-02.08.03.01 Prior Federal Service or Active BI?

Previous Activities

CONB-02.08.03 Complete e-QIP or Reciprocity

Next Activities

If 'Yes':

CONB-02.08.03.02 Request Review

Or

If 'No':

CONB-02.08.03.05 Request e-QIP Questionnaire Completion

Description

The Individual will alert the Contracting Officer Representative and Contractor Lead if they have prior Federal Service or an active Background Investigation (BI), (YES) or not (NO).

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contractor Lead

Activity Name: CONB-02.08.03.02 Request Review

Previous Activities

CONB-02.08.03.01 Prior Federal Service or Active BI?

Next Activities

CONB-02.08.03.03 Conduct Reciprocity Applicability Review

Description

The Contracting Officer Representative reviews the Self-Certification of Continuous Service (showing no more than a 24-month break in service and a full year of service in their previous position) and forwards it to the Personnel Security Specialist.

Input

Self-Certification of Continuous Service

Output

Forwarded Self-Certification of Continuous Service

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

More Info

None Listed

Activity Name: CONB-02.08.03.03 Conduct Reciprocity Applicability Review**Previous Activities**

CONB-02.08.03.02 Request Review

Next Activities

CONB-02.08.03.04 Reciprocity?

Description

The Personnel Security Specialist (PSO/S), or the Security and Investigations Center (SIC), reviews and determines whether reciprocity is appropriate for the Individual. The PSO/S reviews and determines whether the Individual has a prior background investigation in the Personnel Investigations Processing System (PIPS) that can be reciprocated by the VA. If a favorably adjudicated investigation, that meets or exceeds requirements for the new position with no break in service within the past two years for the appropriate level exists, the Personnel Security Specialist sends the Self-Certification of Continuous Service to the Individual.

Input

Optional Form 306, Declaration for Federal Employment

Self-Certification of Continuous Service

Output

VA Form 4236, Certificate of Eligibility

Updated Self-Certification of Continuous Service

Associated Artifacts

OPM Form OF306-Declaration for Federal Employment Template

Self-Certification of Continuous Service Template

VA Form 4236-Certificate of Eligibility Template

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

Personnel Investigations Processing System (PIPS)

More Info

In some instances, instead of the SIC staff reviewing, the PSO/S reviews and determines whether reciprocity is appropriate for Individuals.

The PIPS System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-02.08.03.04 Reciprocity?**Previous Activities**

CONB-02.08.03.03 Conduct Reciprocity Applicability Review

Next Activities

If 'Yes':

CONB-02.08.03.08 Send Certificate of Eligibility

Or

If 'No':

CONB-02.08.03.05 Request e-QIP Questionnaire Completion

Description

The Personnel Security Specialist determines if reciprocity is granted (YES) or a full Background Investigation is required (NO).

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.08.03.05 Request e-QIP Questionnaire Completion**Previous Activities**

CONB-02.08.03.01 Prior Federal Service or Active BI?

Or

CONB-02.08.03.04 Reciprocity?

Next Activities

CONB-02.08.03.06 Submit Completed e-QIP

Description

The Personnel Security Specialist creates access for an Individual in the Electronic Questionnaire for Investigations Processing (e-QIP) system. The Personnel Security Specialist e-mails a Request to Complete e-QIP Forms to the Individual.

Input

Contract Employee: Background Investigation Request Worksheet

Office of Personnel Management Form OF306, Declaration for Federal Employment

Output

E-mail Request to Complete e-QIP Forms

Associated Artifacts

None Listed

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

Contractor Lead; Individual

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

VA-Personnel Security Adjudication Center Resource Site

More Info

None Listed

Activity Name: CONB-02.08.03.06 Submit Completed e-QIP

Previous Activities

CONB-02.08.03.05 Request e-QIP Questionnaire Completion

Next Activities

CONB-02.08.03.07 Submit Signature Pages

Description

The Individual completes the Electronic Questionnaire for Investigations Processing (e-QIP) online form, certifies and prints the required e-QIP signature pages [Certification (CER), Release (REL), and Medical Release (MEL), as appropriate]. The Individual is instructed to complete e-QIP within five business days of receipt of the notice from the Personnel Security Specialist.

The Individual sends the e-QIP signature pages via e-mail, mail service, or fax to the Contracting Officer Representative to upload into the e-QIP system.

Input

E-mail Request to Complete e-QIP Forms

Output

Completed e-QIP Form

Signature Pages CER, REL and MEL, as appropriate

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

More Info

Applicants will be notified that their e-QIP questionnaire has been initiated by the Security and Investigations Center (SIC) via email. In order to access e-QIP, the applicant will require a Registration Code. This Registration Code may be received through encrypted email if the individual has access to encrypted email. If not, the individual needs to contact the SIC Help Desk at (501) 257-4469/4490 or send an email to vhalitbackgroundinvestigations@va.gov. In all cases the applicant should not contact the SIC unless they have received notification to complete the e-QIP.

Activity Name: CONB-02.08.03.07 Submit Signature Pages

Previous Activities

CONB-02.08.03.06 Submit Completed e-QIP

Next Activities

CONB-02.08.04 Validate Investigation Is Received

Description

The Personnel Security Specialist reviews the Electronic Questionnaire for Investigations Processing (e-QIP) submission and the documentation required to accompany the investigation. If the Personnel Security Specialist identifies errors or omissions in the e-QIP package, the Personnel Security Specialist rejects the package, using the e-QIP system, and notifies the Individual by e-mail of the need for corrections. Corrections need to be made within two days.

The Personnel Security Specialist uploads the signature pages to the Office of Personnel Management (OPM) within three business day of receipt of signature pages from the Individual. The Personnel Security Specialist saves the signature pages in a local auditable security file repository. The investigation is scheduled by OPM.

If the Personnel Security Specialist does not receive the signature pages within 14 days, the e-QIP Questionnaire is cancelled.

Input

Signature Pages [Certification (CER), Release (REL) and Medical Release (MEL) (as appropriate)]

Output

Uploaded Signature Pages (CER, REL and MEL), as appropriate and supporting documents

Associated Artifacts

None Listed

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

VA-Personnel Security Adjudication Center Resource Site

More Info

A secure scanner is used to process faxed documents which include Personally Identifiable Information.

Activity Name: CONB-02.08.03.08 Send Certificate of Eligibility

Previous Activities

CONB-02.08.03.04 Reciprocity?

Next Activities

CONB-02.08.04 Validate Investigation Is Received

Description

The Personnel Security Specialist sends a Certificate of Eligibility to the Contracting Officer Representative.

Input

Signature Pages [Certification (CER), Release (REL) and Medical Release (MEL) (as appropriate)]

VA Form 4236, Certificate of Eligibility

Output

Submitted VA Form 4236, Certificate of Eligibility

Associated Artifacts

VA Form 4236-Certificate of Eligibility Template

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

More Info

A secure scanner is used to process faxed documents which include Personally Identifiable Information.

Activity Name: CONB-02.08.04 Validate Investigation Is Received

Previous Activities

CONB-02.08.03.07 Submit Signature Pages

Or

CONB-02.08.03.08 Send Certificate of Eligibility

Next Activities

CONB-02.09 Investigation Received?

Description

The VA Security Specialist informs the Contracting Officer Representative that the Background Investigation is in a received status at the Office of Personnel Management (OPM). The VA Security Specialist updates the status in Personnel Investigation Process System as soon as the Investigation is received which is generally within 5 days of submission of the Contract Employee: Background Investigation Request Worksheet.

Input

Contract Employee: Background Investigation Request Worksheet

OPM Form OF306, Declaration for Federal Employment

Self-Certification of Continuous Service

VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

VA Form 0752, Confidentiality of Sensitive Information Non-Disclosure Agreement (if applicable)

VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior)

Output

Background Investigation in Received Status

Associated Artifacts

None Listed

Responsible Role

VA Security Specialist

Accountable Role

VA Security Specialist

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

None Listed

Activity Name: CONB-02.09 Investigation Received?

Previous Activities

CONB-02.08.04 Validate Investigation Is Received

Next Activities

If 'Yes':

CONB-02.11 Obtain PIV Card

Or

If 'No':

CONB-02.08 Request Investigation

Description

The Contracting Officer Representative determines the Background Investigation has been placed in the received status with the Office of Personnel Management (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Contractor Lead

Activity Name: CONB-02.10 Create User Provisioning

Concurrent Activities

CONB-02.08 Request Investigation

Previous Activities

CONB-02.06 Provide Training Certificates

Or

CONB-02.07.02 New Fingerprints Required?

Or

CONB-02.07.11 Receive Special Agreement Check Report

Next Activities

CONB-02.10.01 Request/Update User Provisioning

Description

The sub-process Establish Network Identity cycles through the following dependent activities and decisions:

- Request/Update User Provisioning
- Review and Approve
- Approve?
- Review Request
- Create/Update Network Access
- Create/Update E-mail Account
- Remote Access Needed?
- Create/Update Remote Access Account
- Contact TMS Administrator to Confirm Domain
- Validate TMS Profile

Activity Name: CONB-02.10.01 Request/Update User Provisioning

Previous Activities

CONB-02.10 Create User Provisioning

Or

CONB-02.10.03 Approve?

Next Activities

CONB-02.10.02 Review and Approve

Description

The Contractor Lead completes the Service Catalog User Provisioning Request Form for the new contractor. The Contractor Lead makes the request after the required information, proof of training and electronically signed VA Rules of Behavior, and fingerprint results (closed, no issues) for the Individual are received. The Contractor Lead submits the User Provisioning Request Form to the Contracting Officer Representative for approval.

Input

Contractor Rules of Behavior

Information System Security Officer Locator
Information System Security Officer Notification
Non-Disclosure Agreement (if applicable)
Personnel Investigations Processing System Results
Talent Management System (TMS) Training Certificates
VA Form 0710- Authorization for a Release of Information Template
VA Form 0752-Confidentiality of Sensitive Information Non-Disclosure Agreement Template
Electronically signed VA Rules of Behavior

Output

Service Catalog
Request Form
Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

IT Specialist

Tools and Websites

ISSO Locator List
ISSO Virtual Private Network Portal
Service Desk Ticketing System
VA Talent Management System (TMS)
Your IT Service Catalog

More Info

The User Provisioning Request Form is located in the Service Catalog Forms Portal. The User Provisioning Request Form is used in conjunction with the Service Desk Ticket.

COR's are to verify files to ensure documentation of completion. Information to verify includes completed Contractor Rules of Behavior, Non-Disclosure Statement Form (if applicable), Talent Management System training certificates, and the favorable Special Agreement Check adjudication decision. Contractor Rules of Behavior may be found in VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior).

The Personal Identify Verification Card Management and Personnel Investigations Processing Systems are restricted access systems only accessible by authorized personnel.

Activity Name: CONB-02.10.02 Review and Approve

Previous Activities

CONB-02.10.01 Request/Update User Provisioning

Next Activities

CONB-02.10.03 Approve?

Description

The Contracting Officer Representative (COR) reviews and signs the Service Catalog User Provisioning Request Form after confirming all information has been completed correctly. If any information is missing the COR will not approve or sign the User Provisioning Request Form and reach out to the Contractor Lead to update with the correct information. The COR should refer to the User Provisioning Standard Operating Procedure for additional guidance.

The COR should confirm with the Contractor Lead that that the Security Agreement Check/Investigation was adjudicated favorably, Contractor Rules of Behavior (CROB) are signed, Privacy, Information, and Security Awareness Training completed, and Health Insurance Portability and Accountability Act training completed (if applicable).

The COR verifies the User Provision information for completeness as follows:

- Legal Name
- Phone numbers
- Address
- Outside email address
- Contract Company Name
- Contract Company Point of Contact (POC)
- Contract POC Phone Number
- Contract POC Email
- COR, COR Phone number
- COR email, PM name

- Program Manager phone number
- Contract number
- IT Acquisition Request System number
- Contract termination date

Input

Service Catalog User Provisioning Request Form

Output

Reviewed Service Catalog User Provisioning Request Form

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Your IT Service Catalog

More Info

The CROB are being replaced by the Information Security Rules of Behavior and will be signed when the Contractor takes the Privacy, Information, and Security Awareness Training.

Activity Name: CONB-02.10.03 Approve?

Previous Activities

CONB-02.10.02 Review and Approve

Next Activities

If 'Yes':

CONB-02.10.04 Review Request

Or

If 'No':

CONB-02.10.01 Request/Update User Provisioning

Description

The Contracting Officer Representative (COR) reviews the User Provisioning Request Form for creation of the email account and Network Access and makes a determination for Approval. If approved (YES), the COR digitally signs the User Provisioning Request Form. If not approved (NO), the COR reaches out to the Contractor Lead to request the missing information.

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.10.04 Review Request

Previous Activities

CONB-02.10.03 Approve?

Next Activities

CONB-02.10.05 Create/Update Network Access

Description

The Enterprise Service Desk reviews the User Provisioning Request Form to begin the process of creating Network Access and E-mail address.

Input

Information Non-Disclosure Agreement (if applicable)

Completed VA Handbook 6500.6 Contract Security (Appendix D, Contractor Rules of Behavior)

Service Catalog Request Form

VA Form 0710- Authorization for a Release of Information Template

VA Form 0752-Confidentiality of Sensitive Information Non-Disclosure Agreement Template

Output

Reviewed Service Catalog User Provisioning Request Form

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

Just in Time Techs

Tools and Websites

ISSO Locator List

ISSO Virtual Private Network Portal

Service Desk Ticketing System

VA Talent Management System (TMS)

Your IT Service Catalog

More Info

Elevated privileges indicate higher risk (system administrators or programmers). Use Position Designation Automated Tool to determine risk level.

Activity Name: CONB-02.10.05 Create/Update Network Access**Previous Activities**

CONB-02.10.04 Review Request

Next Activities

CONB-02.10.06 Create/Update E-mail Account

Description

The Enterprise Service Desk (ESD) creates/updates network access. The ESD reviews the request to determine the e-mail, application systems and/or remote access by reviewing the User Provisioning Request Form and adding the user and requested options into the appropriate system(s). The User Provisioning and Government Furnished Equipment Request System Standard Operating Procedure provides step by step instructions for setting up initial network access.

Input

Service Catalog User Provisioning Request Form

Service Desk Ticket

Output

Initial Network Access

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

ISSO Locator List

ISSO Virtual Private Network Portal

Service Desk Ticketing System

VA Talent Management System (TMS)

Your IT Service Catalog

More Info

The User Provisioning Request Form is located in the Service Catalog Forms Portal.

Activity Name: CONB-02.10.06 Create/Update E-mail Account

Previous Activities

CONB-02.10.05 Create/Update Network Access

Next Activities

CONB-02.10.07 Remote Access Needed

Description

The Enterprise Service Desk creates/updates an e-mail account for the Individual. The User Provisioning Request System Standard Operating Procedure provides step by step instructions for setting up initial network access.

Input

Service Catalog User Provisioning Request Form

Service Desk Ticket

Output

E-mail Account

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

ISSO Locator List

ISSO Virtual Private Network Portal

Service Desk Ticketing System

VA Talent Management System (TMS)

Your IT Service Catalog

More Info

The User Provisioning Request Form is located in the Service Catalog Forms Portal.

Activity Name: CONB-02.10.07 Remote Access Needed**Previous Activities**

CONB-02.10.06 Create/Update E-mail Account

Next Activities

If 'YES':

CONB-02.10.08 Create/Update Remote Access Account

Or

If 'NO':

CONB-02.10.09 Contact TMS Administrator to Confirm Domain

Description

The Contracting Officer Representative makes a determination if Remote Access is required, (YES), or not, (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.10.08 Create/Update Remote Access Account

Previous Activities

CONB-02.10.07 Remote Access Needed

Next Activities

CONB-02.10.09 Contact TMS Administrator to Confirm Domain

Description

The Contracting Officer Representative, or designee, opens/updates a Remote Access Request for remote access, to include Citrix Access Gateway, if needed for the contract once network access has been activated and the need for a remote account has been established. The Remote Access Management Portal provides step by step instructions for Remote Access, if required.

Input

Service Catalog User Provisioning Request Form

Service Desk Ticket

Output

Remote Access

Resolved/Closed Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Individual; Contractor Lead; IT Specialist

Tools and Websites

ISSO Locator List

ISSO Virtual Private Network Portal

IT Service Management

Remote Access Portal

Service Desk Ticketing System

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.10.09 Contact TMS Administrator to Confirm Domain

Previous Activities

CONB-02.10.07 Remote Access Needed

Or

CONB-02.10.08 Create/Update Remote Access Account

Next Activities

CONB-02.10.10 Validate TMS Profile

Description

The Contracting Officer Representative contacts the Talent Management System (TMS) Administrator to confirm domain name if the domain name changes from the original request.

Input

Service Catalog User Provisioning Request Form

Service Desk Ticket

Output

Confirmed Domain Name in TMS

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.10.10 Validate TMS Profile

Previous Activities

CONB-02.10.09 Contact TMS Administrator to Confirm Domain

Next Activities

CONB-02.11 Obtain PIV Card

Description

The Talent Management System (TMS) Administrator validates the information in the VA TMS and updates the domain. The TMS Administrator notifies the Contracting Officer Representative (COR) once the profile has been validated.

Input

Continuous Readiness in Information Security Program Screening Checklist

Contractor Staff Roster

Notification to Contractor Lead and COR of Completion of Training

Output

Validated TMS Profile

Associated Artifacts

None Listed

Responsible Role

Talent Management System Administrator

Accountable Role

Talent Management System Administrator

Consulted Role

None Listed

Informed Role

Contractor Lead; Individual

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.11 Obtain PIV Card

Previous Activities

CONB-02.09 Investigation Received?

Or

CONB-02.10.10 Validate TMS Profile

Next Activities

CONB-02.11.01 Determine Need for New PIV

Description

The sub-process for obtaining a Personal Identity Verification (PIV) Card cycles through the following dependent activities:

- Determine Need for New PIV
- New PIV?
- Request PIV Card
- Determine if Soft Certificate Necessary
- Review and Approve PIV Request
- Approve?
- Schedule PIV Appointment
- Issue PIV Card
- Soft Certificate Needed?
- Submit Soft Certificate Request
- Provide Soft Certificate Information
- Validate Soft Certificate
- Add to Auto Enroll Security Group

Activity Name: CONB-02.11.01 Determine Need for New PIV

Previous Activities

CONB-02.11 Obtain PIV Card

Next Activities

CONB-02.11.02 New PIV?

Description

The Contracting Officer Representative, or designee, determines if a new Personal Identity Verification (PIV) is needed. The Field Administrative Services completes the PIV request for a new PIV badge. If the need for a new PIV badge is due to a change in contracts, a new Special Agreement Check is no longer required as this is considered a replacement card per VAPERSEC18-01 guidance.

Input

PIV Sponsor Delegation of Authority Memorandum

Output

Determination if New PIV is Needed

PIV Applicant Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

Field Administrative Services

Informed Role

Individual

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Appointment Scheduling Tool

PIV Badge Offices

Personal Identity Verification Database

VA PIV Enrollment Portal

More Info

The VA PIV Card Management System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-02.11.02 New PIV?

Previous Activities

CONB-02.11.01 Determine Need for New PIV

Next Activities

If 'Yes':

CONB-02.11.03 Request PIV Card

And

CONB-02.11.04 Determine if Soft Certificate Necessary

Or

If 'No':

CONB-02.12 Request/Issue GFE

Description

The Contracting Officer Representative (COR), or designee, determines if new Personal Identity Verification (PIV) card is needed (YES) or not needed (NO). In most cases, the COR and Contracting Lead know if a new PIV card is needed and alerts the Field Administrative Services Representative.

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Contractor Lead; Field Administrative Services

Activity Name: CONB-02.11.03 Request PIV Card

Concurrent Activities

CONB-02.11.04 Determine if Soft Certificate Necessary

Previous Activities

CONB-02.11.02 New PIV?

Or

CONB-02.11.06 Approve?

Next Activities

CONB-02.11.05 Review and Approve PIV Request

Description

The Contracting Officer Representative (COR) gathers and inputs the Individual's data in the online application form within VA Personal Identity Verification (PIV) Enrollment Portal tool. The COR determines the appropriate type of card. Information on the card types is provided in the VA Card Types and Requirements document. The VA uses hard certificates for public key infrastructure as part of the PIV card. If the COR selects logical access for the individual, the PIV contains the hard certificate.;

If the need for a new PIV Badge is due to a change in contracts a new Special Agreement Check is no longer required as this will be considered a replacement card per VAPERSEC18-01 guidance.

Input

Determination if New Personal Identity Verification is Needed

PIV Sponsor Delegation of Authority Memorandum

Output

Completed PIV Application Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Badge Offices

VA HSPD-12 Program, How to Get a VA ID Badge

VA PIV Enrollment Portal

More Info

The VA PIV Card Management System is a restricted access system only accessible by authorized personnel.

The COR needs to inform the Individual to Pick up the PIV Badge Prior to picking up the Government Furnished Equipment (GFE) in order to synch the Badge to the GFE to minimize issues.

Activity Name: CONB-02.11.04 Determine if Soft Certificate Necessary**Concurrent Activities**

CONB-02.11.03 Request PIV Card

Previous Activities

CONB-02.11.02 New PIV?

Or

CONB-02.11.06 Approve?

Next Activities

CONB-02.11.05 Review and Approve PIV Request

Description

The Contracting Officer Representative (COR), or designee, determines whether a soft certificate [Public Key Infrastructure (PKI)] is necessary in order to use encrypted e-mail on BlackBerry or for other special use. The COR notifies the Individual to initiate obtaining the Soft Certificate (PKI). The Citrix Access Gateway does not presently use certificates.

Input

Awarded Contract

Contractor Staff Roster

Output

Identity Proofing Form

Notice to Obtain Soft Certificate (PKI)

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

VA PKI Information and Enrollment Portal

More Info

All VA users on the VA Network use automatic enrollment; manual requests for PKI are no longer approved for VA contractors who qualify for automatic enrollment.

For training on PKI go to VA Talent Management System and take the course entitled, "Getting Started With Public Key Infrastructure - PKI".

Activity Name: CONB-02.11.05 Review and Approve PIV Request**Previous Activities**

CONB-02.11.03 Request PIV Card

AND

CONB-02.11.04 Determine if Soft Certificate Necessary

Next Activities

CONB-02.11.06 Approve?

Description

The Field Administrative Services reviews the Personal Identity Verification (PIV) Application Information for Employees and Contractors to ensure all information is complete and either approves or sends back to the Contracting Officer Representative to submit the required information.

If the need for a new PIV Badge is due to a change in contracts a new Special Agreement Check is no longer required as this will be considered a replacement card per VAPERSEC18-01 guidance.

Input

PIV Application Information for Employees and Contractors

Output

Approved PIV Application Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Field Administrative Services

Accountable Role

Field Administrative Services

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Badge Offices

VA HSPD-12 Program, How to Get a VA ID Badge

VA PIV Enrollment Portal

More Info

None Listed

Activity Name: CONB-02.11.06 Approve?

Previous Activities

CONB-02.11.05 Review and Approve PIV Request

Next Activities

If 'Yes':

CONB-02.11.07 Schedule PIV Appointment

Or

If 'No':

CONB-02.11.03 Request PIV Card

And

CONB-02.11.04 Determine if Soft Certificate Necessary

Description

The Field Administrative Services reviews the Personal Identity Verification (PIV) Application Information of Employees and Contractors for approval and requests the individual to schedule a PIV appointment (YES) or sends the application back to the Contracting Officer Representative for more information (NO).

Responsible Role

Field Administrative Services

Accountable Role

Field Administrative Services

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.11.07 Schedule PIV Appointment**Previous Activities**

CONB-02.11.06 Approve?

Next Activities

CONB-02.11.08 Issue PIV Card

Description

Upon notification by the Field Administrative Services representative with the Individual's adjudicated Special Agreement Check (SAC) date and received or Favorably Adjudicated Background Investigation (BI) date, the Individual makes an appointment with the Personal Identity Verification (PIV) Office. The Individual uses the automated scheduling tool in PIV System to schedule appointments unless the tool is down or the location does not have access to the automated scheduling tool.

NOTE: If the need for a new PIV Badge is due to a change in contracts a new Special Agreement Check is no longer required as this will be considered a replacement card per VAPERSEC18-01 guidance.

The Individual will notify both the Contracting Officer Representative and Contract Lead once they schedule to get their PIV Badge and also when they have their PIV Badge.

Note: Per the HSPD-12 Program Management Office Communication, the Lists of Acceptable Documents table on the I-9 form should no longer be used as a reference for acceptable forms of ID for the issuance of a PIV credential. The individual is to use the two Identity source documents from the matrix imbedded in the HSPD-12 PMO New Identity Source Document Guidelines Communication.

Input

Either SAC Adjudication Date with Investigation Received Date OR Favorably Adjudicated BI Completion Date

Identity Proofing Documents

PIV Application Information for Employees and Contractors

USCIS Form I-9 Employment Eligibility Verification

Output

Scheduled Appointment with PIV Office

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Badge Offices

PIV Credential Identity Verification Matrix

VA HSPD-12 Program, How to Get a VA ID Badge

VA PIV Enrollment Portal

More Info

The Individual must provide two forms of acceptable personal identification at the PIV appointment. The HSPD-12 PMO Communication in Standards contains a matrix that is used as the list of acceptable documents for obtaining PIV.

The individual is to pick up the PIV Badge prior to picking up Government Furnished Equipment to ensure that they use the PIV to log in for the first time to be in compliance VA policy.

Activity Name: CONB-02.11.08 Issue PIV Card

Previous Activities

CONB-02.11.07 Schedule PIV Appointment

Next Activities

CONB-02.11.09 Soft Certificate Needed?

Description

The Personnel Security Specialist issues the Personal Identification Verification (PIV) card to the Individual. If the need for a new PIV Badge is due to a change in contracts a new Special Agreement Check is no longer required as this will be considered a replacement card per VAPERSEC18-01 guidance.

Input

Identity Proofing Documents

PIV Applicant Information for Employees and Contractors

Output

Personal Identification Verification Card

Associated Artifacts

None Listed

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Badge Offices

PIV Card Management System

VA HSPD-12 Program, How to Get a VA ID Badge

More Info

The PIV Card Management System is a restricted access system only accessible by authorized personnel.

The Individual must provide two forms of acceptable personal identification at the PIV appointment. The HSPD-12 PMO Communication in Standards contains a matrix that is used as the list of acceptable documents for obtaining PIV.

Activity Name: CONB-02.11.09 Soft Certificate Needed?

Previous Activities

CONB-02.11.08 Issue PIV Card

Next Activities

If 'Yes':

CONB-02.11.10 Submit Soft Certificate Request

Or

If 'No':

CONB-02.11.13 Add to Auto Enroll Security Group

Description

This activity determines if soft certificate is needed (YES) or not (NO).

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.11.10 Submit Soft Certificate Request

Previous Activities

CONB-02.11.09 Soft Certificate Needed?

Next Activities

CONB-02.11.11 Provide Soft Certificate Information

Description

The Individual submits the request for Soft Certificate [Public Key Infrastructure (PKI)] after proving his or her identity by completing Section 3 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form in the presence of the Registrar, Information System Security Officer, Trusted Agent or Notary Public and having the person proofing complete Sections 4 through 8 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form. (Sections 4 & 5 are only applicable for Notary Public.) The Individual provides two forms of identification, one of which contains photo identification.

Input

Identity Proofing Form (including VA PKI Subscriber Agreement)

Personal Identification Documents

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Output

Updated Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Associated Artifacts

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA PIV Enrollment Portal

VA PKI Information and Enrollment Portal

More Info

None Listed

Activity Name: CONB-02.11.11 Provide Soft Certificate Information

Previous Activities

CONB-02.11.10 Submit Soft Certificate Request

Next Activities

CONB-02.11.12 Validate Soft Certificate

Description

The Contracting Officer Representative (COR), or designee, completes Section 2 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form and submits to the Public Key Infrastructure Help Desk. The COR needs to be assigned to complete Section 2 of the soft Certificate.

Input

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Output

Updated Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Associated Artifacts

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

VA PIV Enrollment Portal

VA PKI Information and Enrollment Portal

More Info

The Field Administration Services, or designee, accesses Section 2 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form from the VA Public Key Infrastructure (PKI) Program, Completing PKI Paperwork Instructional Document.

Activity Name: CONB-02.11.12 Validate Soft Certificate

Previous Activities

CONB-02.11.11 Provide Soft Certificate Information

Next Activities

CONB-02.11.13 Add to Auto Enroll Security Group

Description

The Individual:

- Accesses VA Public Key Infrastructure (PKI) Information and Enrollment Portal
- Signs the VA PKI Subscriber Agreement portion of the Identity Proofing Form
- Fills out section one of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form (also part of the Identity Proofing Form)
- Submits to Information System Security Officer or Trusted Agent for Proofing. Two forms of identification must be provided.

The Individual submits the request for soft certificate [Public Key Infrastructure (PKI)] after proving his or her identity by completing Section 3 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form in the presence of the Registrar, Information System Security Officer, Trusted Agent or Notary Public and having the person proofing complete Sections 4 through 8 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form. (Sections 4 & 5 are only applicable for Notary Public).

Input

Identity Proofing Form

Output

Forwarded Identity Proofing Form

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA PKI Information and Enrollment Portal

More Info

All VA Users on the VA Network use automatic enrollment; manual requests for PKI are no longer approved for VA contractors who qualify for automatic enrollment.

Activity Name: CONB-02.11.13 Add to Auto Enroll Security Group

Previous Activities

CONB-02.11.09 Soft Certificate Needed?

Or

CONB-02.11.12 Validate Soft Certificate

Next Activities

CONB-02.12 Request/Issue GFE

Description

The Public Key Infrastructure (PKI) Help Desk adds the Individual's VA network account to the Auto-Enroll Security Group. An e-mail is sent to the Individual to enroll for certificates via the PKI portal.

Input

Auto Enroll Security Group

Identity Proofing Form (including VA PKI Subscriber Agreement)

Notification from Contracting Officer's Representative

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Output

E-mail sent to the Individual

Updated Auto Enroll Security Group

Updated Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Associated Artifacts

None Listed

Responsible Role

Public Key Infrastructure (PKI) Help Desk

Accountable Role

Public Key Infrastructure (PKI) Help Desk

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

VA PKI Information and Enrollment Portal

More Info

None Listed

Activity Name: CONB-02.12 Request/Issue GFE

Previous Activities

CONB-02.11.02 New PIV?

Or

CONB-02.11.13 Add to Auto Enroll Security Group

Next Activities

CONB-02.12.01 Complete/Update GFE or Desktop Request

Description

The sub-process for Request/Issue Government Furnished Equipment (GFE) cycles through the following dependent activities and decisions

- Complete/Update GFE or Desktop Request
- Review/Update and Process GFE Request
- New GFE or Transfer?
- Stage and Ship GFE
- Receive and/or Pick-up GFE
- Assist Individual in First Time Access
- Update GFE Information in the System
- Sign/Update VA Property Pass
- Receive GFE Status

Activity Name: CONB-02.12.01 Complete/Update GFE or Desktop Request

Previous Activities

CONB-02.12 Request/Issue GFE

Next Activities

CONB-02.12.02 Review/Update and Process GFE Request

Description

The Contracting Officer Representative (COR) completes/updates and submits the Government Furnished Equipment (GFE) or Desktop Request form in the Service Catalog User Provisioning and GFE Request System.

Input

Acquisition Requirements Package (Awarded Contract) Service Catalog GFE Request Form

Output

Service Catalog GFE Request Form

Notification to Individual to Obtain GFE (E-mail)

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

Individual

Informed Role

None Listed

Tools and Websites

Your IT Service Catalog

More Info

The COR is to work with the individual to make sure the Personal Identify Verification (PIV) Badge is picked up prior to picking up Government Furnished Equipment to ensure first time access is with the PIV Badge to be in compliance with VA Policy.

The Service Catalog GFE Request Form is located in the IT Operations Services Service Catalog.

Activity Name: CONB-02.12.02 Review/Update and Process GFE Request**Previous Activities**

CONB-02.12.01 Complete/Update GFE or Desktop Request

Next Activities

CONB-02.12.03 New GFE or Transfer?

Description

The Just In Time (JIT) Techs review/update and process the Government Furnished Equipment (GFE) request. The JIT Techs review the request to determine if the Contractor needs a laptop or desktop system and reviews provisioning information for set up and shipping requirements.

Input

JIT GFE Request Form

Notification to Individual to Obtain GFE (E-mail)

Output

Forwarded Notification to Individual to Obtain GFE (E-mail)

Reviewed JIT GFE Request Form

Associated Artifacts

None Listed

Responsible Role

Just in Time Techs

Accountable Role

Just in Time Techs

Consulted Role

None Listed

Informed Role

Individual; Contractor Lead

Tools and Websites

Your IT Service Catalog

More Info

The Service Catalog GFE Request Form is located in the IT Operation Services Service Catalog.

Activity Name: CONB-02.12.03 New GFE or Transfer?**Previous Activities**

CONB-02.12.02 Review/Update and Process GFE Request

Next Activities

If 'New':

CONB-02.12.04 Stage and Ship GFE

Or

If 'Transfer':

CONB-02.12.07 Update GFE Information in the System

Description

The Just in Time Tech reviews the Government Furnished Equipment (GFE) request to determine if a new GFE is being issued (New) or the GFE is being transferred (Transfer).

Responsible Role

Just in Time Techs

Accountable Role

Just in Time Techs

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.12.04 Stage and Ship GFE

Previous Activities

CONB-02.12.03 New GFE or Transfer?

Next Activities

CONB-02.12.05 Receive and/or Pick-up GFE

Description

The Just In Time (JIT) Techs stage and ship the Government Furnished Equipment (GFE) to the individual per the Service Catalog GFE Request. The JIT Tech creates the VA Form 0887, VA Government Property Loan Form and submits for signatures by the Contracting Officer Representative (COR) and all required individuals.

Input

Service Catalog GFE Request Form

Notification to Individual to Obtain GFE (E-mail)

Output

Record of Issuance of Government Furnished Equipment

VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Just in Time Techs

Accountable Role

Just in Time Techs

Consulted Role

None Listed

Informed Role

Contracting Officer Representative; Contractor Lead; Individual

Tools and Websites

Your IT Service Catalog

More Info

All issuance of GFE are in accordance with protocols from the IT Asset Management Process.

The COR assumes responsibility for the management and tracking of the GFE.

Activity Name: CONB-02.12.05 Receive and/or Pick-up GFE**Previous Activities**

CONB-02.12.04 Stage and Ship GFE

Next Activities

CONB-02.12.06 Assist Individual in First Time Access

Description

The Individual works with the Contracting Officer Representative (COR) and the Just In Time Techs (JIT) to have the Government Furnished Equipment (GFE) shipped to the location for the individual.

Prior to picking up the GFE the individual must have already picked up their Personal Identity Verification (PIV) Badge to ensure first time access with the GFE uses the PIV Badge to be in compliance with VA Policy.

The JIT provide instructions for logging into the GFE for first time users. In the event the Individual requires assistance, the Individual can contact the Local Just In Time Techs or call the National Service Desk DEV/OPS at 855-673-4357 and chose Option 4.

Input

Service Catalog GFE Request Form

VA Form 0887, VA Government Property Loan Form

Output

Signed VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contracting Officer Representative

Tools and Websites

Your IT Service Catalog

More Info

The GFE Request information can be found in the Service Catalog tool.

Activity Name: CONB-02.12.06 Assist Individual in First Time Access**Previous Activities**

CONB-02.12.05 Receive and/or Pick-up GFE

Next Activities

CONB-02.12.08 Sign/Update VA Property Pass

Description

The Just In Time Techs assist all individuals in the first time access of the Government Furnished Equipment (GFE) to ensure the requirements for using Personal Identification Verification badges are followed.

Input

Service Catalog GFE Request Form

VA Form 0887-VA Government Property Loan Form Template

Output

Updated VA Form 0887-VA Government Property Loan Form Template

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Just in Time Techs

Accountable Role

Just in Time Techs

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

Your IT Service Catalog

More Info

None Listed

Activity Name: CONB-02.12.07 Update GFE Information in the System**Previous Activities**

CONB-02.12.03 New GFE or Transfer?

Next Activities

CONB-02.12.08 Sign/Update VA Property Pass

Description

The Just in Time Tech updates the information from the Government Furnished Equipment (GFE) Request to transfer the GFE to the individual's new contract.

Input

GFE Request

Output

Updated GFE Request

Associated Artifacts

None Listed

Responsible Role

Just in Time Techs

Accountable Role

Just in Time Techs

Consulted Role

Individual

Informed Role

Individual

Tools and Websites

IT Service Management

More Info

None Listed

Activity Name: CONB-02.12.08 Sign/Update VA Property Pass

Previous Activities

CONB-02.12.06 Assist Individual in First Time Access

Or

CONB-02.12.07 Update GFE Information in the System

Next Activities

CONB-02.12.09 Receive GFE Status

Description

The Individual signs/updates the VA Form 0887 VA Government Property Loan Form electronically before taking the Government Furnished Equipment off-site. The Individual signs VA Form 0887, VA Government Property Loan Form when the unit is received and this is sent to the Contracting Officer Representative for signature.

Input

VA Form 0887 VA Government Property Loan Form

Output

Signed VA Form 0887 VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Forms Library

More Info

None Listed

Activity Name: CONB-02.12.09 Receive GFE Status

Previous Activities

CONB-02.12.08 Sign/Update VA Property Pass

Next Activities

CONB-02.13 Access Network

Description

The Contracting Officer Representative (COR) receives information that the Government Furnished Equipment (GFE) was picked up by the individual. The COR receives notification to sign the VA Form 0887, VA Government Property Loan Form for the equipment.

Input

Service Catalog GFE Request Form

VA Form 0887, VA Government Property Loan Form

Output

Notification of GFE was Picked Up Signed VA Form 0887 VA Government Property Loan Form

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Your IT Service Catalog

More Info

None Listed

Activity Name: CONB-02.13 Access Network**Previous Activities**

CONB-02.12.09 Receive GFE Status

Next Activities

CONB-02.14 Additional Apps Access Required?

Description

Within one business day of receipt of notification that the Individual has a Temporary Password in the system, the Individual logs into the system(s), using their Personal Identity Verification

(PIV) Badge. If the Individual has any issues accessing the network using the PIV Badge, they contact their Contracting Officer Representative (COR) and designated Information Security Specialist to resolve the issue.

In addition the individual updates the Talent Management System (TMS) profile to ensure the COR's name is in the supervisor field (supervisor field in TMS) and e-mail addresses are correct. The Individual also updates the information in the Global Address List (GAL) (address and telephone number) and requests necessary changes through the IT Operations and Services (ITOPS) Point of Contract.

Input

Instructions to Access the GAL

Service Desk Ticket

Temporary VA Network Password

Output

Access VA Network

GAL Data for the Individual

Strong VA Network Password

Updated Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contracting Officer Representative

Tools and Websites

Personnel Investigations Processing System (PIPS)

Service Desk Ticketing System

VA Talent Management System (TMS)

More Info

The Personnel Investigations Processing System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-02.14 Additional Apps Access Required?

Previous Activities

CONB-02.13 Access Network

Next Activities

If 'YES':

CONB-02.15 Grant Application Access

Or

If 'NO':

CONB-02.16 Elevated Privileges?

Description

The Contractor Lead, working with the Contracting Officer Representative, makes a determination if additional applications (Apps) access is required (YES) or not (NO).

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.15 Grant Application Access

Previous Activities

CONB-02.14 Additional Apps Access Required?

Next Activities

CONB-02.15.01 Define Applications the Individual Needs to Access

Description

The sub-process map for Grant Application Access cycles through the following dependent activities:

- Define Applications the Individual Needs to Access
- Review Application Request
- Approve?
- Grant Access

- Grant Access
- Additional Training Required?
- Complete Additional Training
- Access Applications
- Accessed Successful?
- Receive Notifications that the Individual has Access

Activity Name: CONB-02.15.01 Define Applications the Individual Needs to Access

Previous Activities

CONB-02.15 Grant Application Access

Or

CONB-02.15.03 Approve?

Next Activities

CONB-02.15.02 Review Application Request

Description

The Contractor Lead, working with the Contracting Officer Representative (COR), submits an email requesting the additional applications required for the Contractor. The Contractor Lead will work with other contractors working on the project to make a determination of all system access required, and if this is a new project the Contractor Lead works directly with the COR or their designee on the list.

Input

VA Systems Inventory List

Output

Email Request

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Systems Inventory

More Info

None Listed

Activity Name: CONB-02.15.02 Review Application Request**Previous Activities**

CONB-02.15.01 Define Applications the Individual Needs to Access

Next Activities

CONB-02.15.03 Approve?

Description

The Contracting Officer Representative, or designee, reviews the list of systems the Contractor Lead submits and either approves or returns the submittal for additional information.

Input

Email Request

Output

Approved or Disapproved Email Request

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Systems Inventory

More Info

None Listed

Activity Name: CONB-02.15.03 Approve?**Previous Activities**

CONB-02.15.02 Review Application Request

Next Activities

If 'YES':

CONB-02.15.04 Grant Access

Or

If 'NO':

CONB-02.15.01 Define Applications the Individual Needs to Access

Description

The Contracting Officer Representative reviews and approves the email request for additional systems access submitted by the Contractor Lead for approval (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.15.04 Grant Access

Previous Activities

CONB-02.15.03 Approve?

Next Activities

CONB-02.15.05 Grant Access

Description

The System Owner reviews the Email Request for systems the Contractor needs access to and grants approval by sending the request to the IT Operations and Services Point of Contact. If there are any issues or concerns, the System Owner resolves these by contacting the Contracting Office Representative by email and/or phone call to resolve.

Input

Email Request

Output

Approved Email Request

Associated Artifacts

None Listed

Responsible Role

System Owner

Accountable Role

System Owner

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Systems Inventory

More Info

None Listed

Activity Name: CONB-02.15.05 Grant Access**Previous Activities**

CONB-02.15.04 Grant Access

Or

CONB-02.15.09 Accessed Successfully?

Next Activities

CONB-02.15.06 Additional Training Required?

Description

The IT Operations and Services Point of Contact grants access to the systems submitted by the System Owner and Contracting Officer Representative.

Input

Email Request

Output

Granted System Access

Associated Artifacts

None Listed

Responsible Role

IT Operations and Services Point of Contact

Accountable Role

IT Operations and Services Point of Contact

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Systems Inventory

More Info

None Listed

Activity Name: CONB-02.15.06 Additional Training Required?

Previous Activities

CONB-02.15.05 Grant Access

Next Activities

If 'YES':

CONB-02.15.07 Complete Additional Training

Or

If 'NO':

CONB-02.15.08 Access Applications

Description

The Contracting Officer Representative, or designee, working in conjunction with the Talent Management System Administrator determines if any of the systems the contractor accesses will require additional training (Yes) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.15.07 Complete Additional Training

Previous Activities

CONB-02.15.06 Additional Training Required?

Next Activities

CONB-02.15.08 Access Applications

Description

If required, the Individual completes the additional training recommended by the Contracting Officer Representative before accessing the systems.

Input

Notification to Individual of Required Actions and Timeframes

Output

Talent Management System Record of Training Completion

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.15.08 Access Applications**Previous Activities**

CONB-02.15.06 Additional Training Required?

Or

CONB-02.15.07 Complete Additional Training

Next Activities

CONB-02.15.09 Accessed Successfully?

Description

The Individual alerts the Contracting Officer Representative and the Contractor Lead that they have been able to successfully access the systems.

Input

Email Request

Output

Acknowledgement Email

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

VA Systems Inventory

More Info

None Listed

Activity Name: CONB-02.15.09 Accessed Successfully?**Previous Activities**

CONB-02.15.08 Access Applications

Next Activities

If 'YES':

CONB-02.15.10 Receive Notification that the Individual has Access

Or

If 'NO':

CONB-02.15.05 Grant Access

Description

The Individual acknowledges if they have been successful in accessing the applications/systems (YES) or not (NO). If yes, the acknowledgement goes to the Contracting Office Representative (COR) and Contractor Lead. If No the acknowledgement goes to the COR, Contractor Lead and IT Operations and Services Point of Contact.

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contractor Lead; IT Operations and Services Point of Contact

Activity Name: CONB-02.15.10 Receive Notification that the Individual has Access

Previous Activities

CONB-02.15.09 Accessed Successfully?

Next Activities

CONB-02.16 Elevated Privileges?

Description

The Contracting Officer Representative, or designee, receives email acknowledgement that the individual has been successful in accessing the applications/systems assigned.

Input

Email Request

Output

Email Acknowledgement

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-02.16 Elevated Privileges?

Previous Activities

CONB-02.14 Additional Apps Access Required?

Or

CONB-02.15.10 Receive Notification that the Individual has Access

Next Activities

If 'Yes':

CONB-02.17 Complete Elevated Privileges

Or

If 'No':

CONB-02.18 Begin Work

Description

The Contracting Officer Representative, or designee, makes a determination if Elevated Privileges are required (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.17 Complete Elevated Privileges

Previous Activities

CONB-02.16 Elevated Privileges?

Next Activities

CONB-02.17.01 Request Elevated Privileges

Description

The sub-process, Complete Elevated Privileges, cycles through the following dependent activities and decisions:

- Request Elevated Privileges
- Assign Elevated Privileges Required Training
- Complete Elevated Privileges Required Training

- Complete Elevated Privileges Request
- Review and Approve Elevated Privileges Request
- Approve?
- Review and Approve Elevated Privileges Request
- Approve?
- Grant Elevated Privileges Request
- Approve?
- Complete Final Approval
- Approve?

Activity Name: CONB-02.17.01 Request Elevated Privileges

Previous Activities

CONB-02.17 Complete Elevated Privileges

Or

CONB-02.17.10 Approve?

Next Activities

CONB-02.17.02 Assign Elevated Privileges Required Training

Description

The Contracting Officer Representative requests elevated privileges for the contractor if required in the performance of the contractor requirements.

Input

Performance Work Statement

Output

Elevated Privileges Request

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

IT Operations and Services Point of Contact

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

More Info

None Listed

**Activity Name: CONB-02.17.02 Assign Elevated Privileges
Required Training****Previous Activities**

CONB-02.17.01 Request Elevated Privileges

Next Activities

CONB-02.17.03 Complete Elevated Privileges Required Training

Description

The Contracting Officer Representative assigns the required training from the Talent Management System (TMS) to the individual for obtaining elevated privileges.

Input

Elevated Privileges Request

Output

TMS Record of Training Completion

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

More Info

None Listed

**Activity Name: CONB-02.17.03 Complete Elevated Privileges
Required Training**

Previous Activities

CONB-02.17.02 Assign Elevated Privileges Required Training

Next Activities

CONB-02.17.04 Complete Elevated Privileges Request

Description

The Individual completes the training assigned by the Contracting Officer Representative in order to obtain elevated privileges.

Input

Talent Management System (TMS) Record of Training Completion

Output

Completed TMS Record of Training

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.17.04 Complete Elevated Privileges Request**Previous Activities**

CONB-02.17.03 Complete Elevated Privileges Required Training

Or

CONB-02.17.06 Approve?

Next Activities

CONB-02.17.05 Review and Approve Elevated Privileges Request

Description

The Individual completes the Elevated Privileges request online once all training is complete and submits the associated Training Certificates.

Input

Elevated Privileges Request

Output

Updated Elevated Privilege Request

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.17.05 Review and Approve Elevated Privileges Request

Previous Activities

CONB-02.17.04 Complete Elevated Privileges Request

Or

CONB-02.17.08 Approve?

Next Activities

CONB-02.17.06 Approve?

Description

The Contracting Officer Representative reviews and electronically signs the Elevated Privileges request completed by the individual.

Input

Elevated Privileges Request

Output

Approved Elevated Privileges Request

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.17.06 Approve?

Previous Activities

CONB-02.17.05 Review and Approve Elevated Privileges Request

Next Activities

If 'Yes':

CONB-02.17.07 Review and Approve Elevated Privileges Request

Or

If 'No':

CONB-02.17.04 Complete Elevated Privileges Request

Description

The Contracting Officer Representative reviews the Elevated Privilege request and approves (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Contractor Lead

Activity Name: CONB-02.17.07 Review and Approve Elevated Privileges Request

Previous Activities

CONB-02.17.06 Approve?

Next Activities

CONB-02.17.08 Approve?

Description

The Information System Security Officer (ISSO) from MyVA Elevated Privileges reviews the Elevated Privileges (EP) request for approval. If approved the ISSO sends the EP to the System Owner for approval.

Input

Elevated Privileges Request

Output

Approved Elevated Privileges Request

Associated Artifacts

None Listed

Responsible Role

Information System Security Officer

Accountable Role

Information System Security Officer

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-02.17.08 Approve?

Previous Activities

CONB-02.17.07 Review and Approve Elevated Privileges Request

Next Activities

If 'YES':

CONB-02.17.09 Grant Elevated Privileges Request

Or

If 'NO':

CONB-02.17.05 Review and Approve Elevated Privileges Request

Description

The Information System Security Officer reviews the Elevated Privilege Request and approves (YES) or not (NO).

Responsible Role

Information System Security Officer

Accountable Role

Information System Security Officer

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.17.09 Grant Elevated Privileges Request

Previous Activities

CONB-02.17.08 Approve?

Or

CONB-02.17.12 Approve?

Next Activities

CONB-02.17.10 Approve?

Description

The System Owner, or designee, reviews the request for Elevated Privileges (EP) and grants the request. If additional information is required, the System Owner returns the Elevated Privilege Request to the Individual for updates. If granted the System Owner updates the Service Desk Ticket that the EP is granted.

Input

EP Request

Output

Granted EP Request

Associated Artifacts

None Listed

Responsible Role

System Owner

Accountable Role

System Owner

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

Service Desk Ticketing System

More Info

None Listed

Activity Name: CONB-02.17.10 Approve?**Previous Activities**

CONB-02.17.09 Grant Elevated Privileges Request

Next Activities

If 'YES':

CONB-02.17.11 Complete Final Approval

Or

If 'NO':

CONB-02.17.01 Request Elevated Privileges

Description

The System Owner reviews and either approves Elevated Privileges request (YES), or sends the request back to the Contracting Officer Representative for more information.

Responsible Role

System Owner

Accountable Role

System Owner

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.17.11 Complete Final Approval

Previous Activities

CONB-02.17.10 Approve?

Next Activities

CONB-02.17.12 Approve?

Description

The Information System Security Officer from MyVA Elevated Privileges completes a final review of the Elevated Privileges request to ensure all actions are complete.

Input

Elevated Privilege Request

Output

Approved Elevated Privilege Request

Associated Artifacts

None Listed

Responsible Role

Information System Security Officer

Accountable Role

Information System Security Officer

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

Service Desk Ticketing System

More Info

None Listed

Activity Name: CONB-02.17.12 Approve?**Previous Activities**

CONB-02.17.11 Complete Final Approval

Next Activities

If 'YES':

CONB-02.18 Begin Work

Or

If 'NO':

CONB-02.17.09 Grant Elevated Privileges Request

Description

The Information System Security Officer makes a final determination to approve the Elevated Privileges Request (YES) or not (NO).

Responsible Role

Information System Security Officer

Accountable Role

Information System Security Officer

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-02.18 Begin Work**Previous Activities**

CONB-02.16 Elevated Privileges?

Or

CONB-02.17.12 Approve?

Next Activities

CONB-02.19 Complete Investigation

Description

The Individual, after receiving notification from the Contracting Officer Representative, starts work on the contract.

Input

Continuous Readiness in Information Security (CRISP) Screening Checklist

Personal Identification Verification (PIV) Card

Special Agreement Check Fingerprint Verification Report

Talent Management System Record of Training Completion

VA Form 0887, VA Government Property Loan Form

VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

VA Form 0752, Confidentiality of Sensitive Information Non-Disclosure Agreement (if applicable)

VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior)

VA Personnel Accountability System Profile

Output

Notification to Start Work

Updated CRISP Screening Checklist

Updated Signed VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior)

Working PIV Card

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-02.19 Complete Investigation

Previous Activities

CONB-02.18 Begin Work

Next Activities

CONB-02.20 Upload Investigation Results

Description

The Personnel Security Specialist adjudicates the Background Investigation, signs off on the Certificate of Investigation (COI), notifies the Contracting Officer Representative (COR) of final adjudication and provides a copy of the COI to the COR.

Input

COI

Output

Recorded Adjudication in Personnel Investigation Processing System (PIPS)

Signed COI

Associated Artifacts

None Listed

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

Contractor Lead; Individual

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The PIPS System is a restricted access system only accessible by authorized personnel.

No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-02.20 Upload Investigation Results

Previous Activities

CONB-02.19 Complete Investigation

Next Activities

CONB-02.21 Notify Contractor Lead of BI Results

Description

The Personnel Security Specialist (PSS) saves the Certificate of Investigation (COI) in a local auditable security file repository. The PSS ensures that adjudication has been recorded in the Personnel Investigations Processing System (PIPS). A notice is sent to the Contracting Officer Representative based on the final adjudication recorded in the PIPS from the PSS.

Input

COI

Output

Recorded Adjudication in the PIPS

Signed COI

Associated Artifacts

None Listed

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The PIPS System is a restricted access system only accessible by authorized personnel.

No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-02.21 Notify Contractor Lead of BI Results

Previous Activities

CONB-02.20 Upload Investigation Results

Next Activities

CONB-02.22 BI Results?

Description

The Contracting Officer Representative (COR) notifies the Contractor Lead of the Background Investigation (BI) determination received from the Personnel Security Specialist (PSS).

Input

Notification of Background Investigation Determination from PSS

VA Form 4236, Certificate of Eligibility

Output

Notification of Background Investigation Determination from COR

Updated VA Form 4236, Certificate of Eligibility

Associated Artifacts

VA Form 4236-Certificate of Eligibility Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

None Listed

More Info

No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-02.22 BI Results?**Previous Activities**

CONB-02.21 Notify Contractor Lead of BI Results

Next Activities

If 'Favorable':

CONB-02.23 Update VA Notification System

Or

If 'Unfavorable':

CONB-04 Complete Off-Boarding

Description

The Contracting Officer Representative (COR) determines if the Background Investigation (BI) result is favorable (Favorable) or not (Unfavorable). The COR takes appropriate action for either outcome.

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Individual

Activity Name: CONB-02.23 Update VA Notification System

Previous Activities

CONB-02.22 BI Results?

Next Activities

CONB-03 Monitor and Control Access

Description

The Contracting Officer Representative updates the VA Notification System (VANS) when the Individual has a VA email address. VANS contains employee and contractor contact information for the sole purpose of alerting and collecting personnel accountability safety status during an emergency. VANS uses multiple means, e.g. phone, email, and text messaging, to alert employees in an emergency.

Input

Contractor Staff Roster

Favorable Background Investigation Results

Completed Training

Output

Password and Log-in Instructions for VA Notification System

Updated Continuous Readiness in Information Security Program Screening Checklist

VA Notification System Profile

Associated Artifacts

CRISP Screening Checklist

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Contracting Officer

Tools and Websites

VA Notification System

More Info

VANS will verify that your VANS username and your computer login username matches before logging you in. If you receive an error message stating that you do not have an account or your account is disabled, contact the help desk at 1-855-673-4357.

Activity Name: CONB-03 Monitor and Control Access**Previous Activities**

CONB-02.23 Update VA Notification System

Next Activities

CONB-03.01 Monitor Status

Description

The sub-process for Monitor and Control Access cycles through the following dependent activities:

- Monitor Status
- Verify Access Requirements Met
- Update TMS Profile
- Verify Computer Access Permissions
- Verify Required Risk Level
- Increase Position Risk Level
- Complete Appropriate Action
- Update TMS Profile
- Increase Access

Activity Name: CONB-03.01 Monitor Status

Previous Activities

CONB-02 Complete On-Boarding

Or

CONB-03.08 Increase Position Risk Level?

Or

CONB-03.03 Verify Access Requirements Met

Or

CONB-03.12 Update TMS Profile

Next Activities

CONB-03.02 Change in Status?

Description

The Contractor Lead monitors any training needs or changes in status for the Individual. The Contractor Lead maintains records for the Individual as appropriate in order to respond to inquiries from the Contracting Officer Representative (COR) on the status and/or training requirements compliance of the Individual.

If there is a change in status, the Contractor Lead determines if the change in status is due to pending separation. If the change in status is due to separation, Off-Boarding procedures are followed. If the change in status is not due to separation, the Contracting Officer Representative determines the type of change in status.

If there is no change in status, the Contractor Lead continues to monitor the Individual and ensures the annual security training requirements are met.

Input

Contract

Talent Management System (TMS) Profile

Output

Individual File (COR keeps one file - COR Contract File)

Notification to the Individual to Update TMS Profile (if applicable)

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

The Individual File is maintained, electronically preferably.

Activity Name: CONB-03.02 Change in Status?**Previous Activities**

CONB-03.01 Monitor Status

Next Activities

If 'Yes':

CONB-03.04 Terminate?

Or

If 'No':

CONB-03.03 Verify Access Requirements Met

Description

The contractor lead determines if there is a change in status (Yes) or no change in status (No).

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.03 Verify Access Requirements Met**Previous Activities**

CONB-03.02 Change in Status?

Next Activities

CONB-03.03.01 Generate Training Compliance - Deficiency Report

Description

The process map for CONB-3.2 Verify Access Requirements Met cycles through the following dependent activities:

- Generate Training Compliance - Deficiency Report
- Review VA-PAS Data
- Review Training Status
- Receive Training Notification
- Review and/or Update VA-PAS Data
- Request Suspension of Access
- Suspend Individual's Access
- Notify Individual of Suspended Access
- Complete Required Training
- Ensure Training Recorded in TMS
- Request Restoration of Access
- Approve Restoration of Access
- Restore Access

Activity Name: CONB-03.03.01 Generate Training Compliance - Deficiency Report

Concurrent Activities

CONB-03.03.02 Review VANS Data

And

CONB-03.03.03 Review Training Status

And

CONB-03.03.04 Receive Training Notification

And

CONB-03.03.05 Review and/or Update VANS Data

Previous Activities

CONB-03.03 Verify Access Requirements Met

Next Activities

CONB-03.03.06 Compliant?

Description

The Talent Management System (TMS) Administrator initiates the generation of a Training Compliance - Deficiency Report on a daily basis. This report contains information on Individuals who are compliant or deficient on the annual security training requirements. This Training Compliance - Deficiency Report is sent to the Information System Security Officer (ISSO) and the Contracting Officer Representative.

Input

Talent Management System Database

Output

Training Compliance - Deficiency Report

Associated Artifacts

None Listed

Responsible Role

Talent Management System Administrator

Accountable Role

Talent Management System Administrator

Consulted Role

None Listed

Informed Role

Contracting Officer Representative; Information System Security Officer

Tools and Websites

VA Talent Management System (TMS)

More Info

The ISSO function is to monitor compliance for systematic problems. The ISSO monitors the Training Compliance - Deficiency Report to ensure policy is being followed by the facility as a whole. The ISSO contacts the Director to report problems in the process such as the noncompliance list is increasing, individuals existing on the report for an extended time, Contracting Officer's Representatives are not enforcing compliance, etc. The Director's office follows up with the chain of command for noncompliant individuals.

Activity Name: CONB-03.03.02 Review VANS Data**Concurrent Activities**

CONB-03.03.01 Generate Training Compliance - Deficiency Report

And

CONB-03.03.03 Review Training Status

And

CONB-03.03.04 Receive Training Notification

And

CONB-03.03.05 Review and/or Update VANS Data

Previous Activities

CONB-03.03 Verify Access Requirements Met

Next Activities

CONB-03.03.06 Compliant?

Description

The Contracting Officer Representative reviews the VA Notification System (VANS) data, as required, to ensure contact information, duty location, and cost accounting information is accurately maintained in VANS.

Input

VA Notification System Data

Output

Updated VA Notification System Data

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Notification System

More Info

None Listed

Activity Name: CONB-03.03.03 Review Training Status

Concurrent Activities

CONB-03.03.01 Generate Training Compliance - Deficiency Report

And

CONB-03.03.02 Review VANS Data

And

CONB-03.03.04 Receive Training Notification

And

CONB-03.03.05 Review and/or Update VANS Data

Previous Activities

CONB-03.03 Verify Access Requirements Met

Next Activities

CONB-03.03.06 Compliant?

Description

The Contractor Lead reviews the Individual's training status using the Training Compliance - Deficiency Report which provides a current list of Individuals who are required to renew their annual security training within the next 30 days or less. The Contractor Lead checks the Talent Management System (TMS) for the completed training certificates.

If the annual security training is verified as complete, no further action is required for security training verification until one month prior to the 1 year anniversary of the training.

If the annual security training is not completed by the required date, the Individual is listed as deficient in the TMS database. The Contractor Lead contacts the Individual and instructs the Individual to complete the required training within the appropriate time frame.

Input

Talent Management System Profile

Training Compliance - Deficiency Report

Output

Request for Notification of Talent Management System Training Certificates

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

Request for Notification of Completed Training Certificates is in the form of an e-mail. (NOTE: Not optional for Contractors)

Activity Name: CONB-03.03.04 Receive Training Notification

Concurrent Activities

CONB-03.03.01 Generate Training Compliance - Deficiency Report

And

CONB-03.03.02 Review VANS Data

And

CONB-03.03.03 Review Training Status

And

CONB-03.03.05 Review and/or Update VANS Data

Previous Activities

CONB-03.03 Verify Access Requirements Met

Next Activities

CONB-03.03.06 Compliant?

Description

The Individual receives an automated training notification from the Talent Management System (TMS) 30 days prior to the expiration of the required annual security training (VA Privacy and Information Security Awareness and Rules of Behavior), and daily thereafter until expiration date. If applicable, the individual also completes Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training.

If the Individual completes the annual security training and receives a Certificate of Training Completion in TMS prior to the expiration date, the Individual remains in compliance with training requirements for the designated timeframe (currently one year) and the Individual's access remains unchanged.

If the Individual does not complete the annual security training by the expiration date, the Contracting Officer's Representative initiates suspension of access to VA Systems.

Input

Talent Management System Learning Expiration Notification

Talent Management System Profile

Output

Talent Management System Training Certificates

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

The required training courses are accessible in the Talent Management System (TMS).

The Individual receives instruction from the Contracting Officer's Representative to complete the required training within the appropriate time frame.

Activity Name: CONB-03.03.05 Review and/or Update VANS Data

Concurrent Activities

CONB-03.03.01 Generate Training Compliance - Deficiency Report

And

CONB-03.03.02 Review VANS Data

And

CONB-03.03.03 Review Training Status

And

CONB-03.03.04 Receive Training Notification

Previous Activities

CONB-03.03 Verify Access Requirements Met

Next Activities

CONB-03.03.06 Compliant?

Description

The Individual reviews and/or updates the VA Notification System (VANS) data for changes in contact information, duty station or contract.

Input

VANS Data

Output

Updated VANS Data

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Notification System

More Info

VANS will verify that your VANS username and your computer login username matches before logging you in. If you receive an error message stating that you do not have an account or your account is disabled, contact the help desk at 1-855-673-4357.

Activity Name: CONB-03.03.06 Compliant?**Previous Activities**

CONB-03.03.01 Generate Training Compliance - Deficiency Report

AND

CONB-03.03.02 Review VANS Data

AND

CONB-03.03.03 Review Training Status

AND

CONB-03.03.04 Receive Training Notification

AND

CONB-03.03.05 Review and/or Update VANS Data

Next Activities

If 'Yes':

CONB-03.01 Monitor Status

Or

If 'No':

CONB-03.03.07 Request Suspension of Access

Description

Upon completion of all prior reviews the Contractor Lead determines if the individual is compliant with all requirements (Yes) or not compliant (No).

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.03.07 Request Suspension of Access

Previous Activities

CONB-03.03.06 Compliant?

Next Activities

CONB-03.03.08 Suspend Individual's Access

Description

The Contracting Officer Representative (COR) requests suspension of network access for the non-compliant individual based on the information provided by the Training Compliance - Deficiency Report. The COR makes the request for suspension of network access by opening a Service Desk Ticket.

Input

Training Compliance - Deficiency Report

Talent Management System Learning Expiration Notification

Output

Request for Suspension of Access

Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Service Desk Ticketing System

More Info

None Listed

Activity Name: CONB-03.03.08 Suspend Individual's Access

Previous Activities

CONB-03.03.07 Request Suspension of Access

Next Activities

CONB-03.03.09 Notify Individual of Suspended Access

Description

IT Operations and Services (ITOPS) Point of Contact, frequently IT Operations, suspends the Individual's VA Systems network access based on the request from the Contracting Officer Representative (COR) contained in the Service Desk Ticket and updates the Service Desk Ticket. The COR is updated via e-mail on the completion of the suspension.

Input

Request for Suspension of Access

Service Desk Ticket

Output

Notification of Suspended Access (E-mail)

Updated Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

IT Operations and Services Point of Contact

Accountable Role

IT Operations and Services Point of Contact

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Service Desk Ticketing System

More Info

None Listed

Activity Name: CONB-03.03.09 Notify Individual of Suspended Access**Previous Activities**

CONB-03.03.08 Suspend Individual's Access

Next Activities

CONB-03.03.10 Take Training?

Description

The Contractor Lead notifies the Individual that access to VA systems has been suspended and provides information on how the Individual can become compliant. The Contractor Lead also informs the Individual of the consequences resulting from failure to become compliant. The Contractor Lead keeps the Contracting Officer Representative informed.

Input

Notification of Suspended Access (e-mail)

Output

Forwarded Notification of Suspended Access (E-mail, if applicable)

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

Contracting Officer Representative

Tools and Websites

None Listed

More Info

The method of notification depends on the means available to the Contractor Lead based on proximity or other factors unique to the situation.

Activity Name: CONB-03.03.10 Take Training?**Previous Activities**

CONB-03.03.09 Notify Individual of Suspended Access

Next Activities

If 'Yes':

CONB-03.03.11 Complete Required Training

Or

If 'No':

CONB-04 Complete Off-Boarding

Description

Contractor Lead determines if the individual needs to take required training (Yes) or not (No).

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.03.11 Complete Required Training**Previous Activities**

CONB-03.03.10 Take Training?

Next Activities

CONB-03.03.12 Training Recorded in TMS?

Description

The Individual completes the required annual security training.

If the Individual completes training online, the Talent Management System (TMS) automatically updates the Individual's record once the training is complete.

If TMS is not automatically updated upon completion of the annual security training or the Individual completes the annual security training by some other means than using the online TMS training, the Individual contacts the Contracting Officer Representative to assist with ensuring TMS is updated and access is restored.

Input

Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training (if applicable)

VA Privacy and Information Security Awareness and Rules of Behavior Training

Output

Contact with the Contracting Officer's Representative (if applicable)

Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training Certificate (if applicable)

VA Privacy and Information Security Awareness and Rules of Behavior Training Certificate

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

The Individual uses personal e-mail or a phone call to contact the Contracting Officer's Representative.

Activity Name: CONB-03.03.12 Training Recorded in TMS?

Previous Activities

CONB-03.03.11 Complete Required Training

Next Activities

If 'Yes':

CONB-03.03.14 Request Restoration of Access

Or

If 'No':

CONB-03.03.13 Ensure Training Recorded in TMS

Description

Contractor Lead determines if the training is recorded in TMS (Yes) or not recorded (No).

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.03.13 Ensure Training Recorded in TMS

Previous Activities

CONB-03.03.12 Training Recorded in TMS?

Next Activities

CONB-03.03.14 Request Restoration of Access

Description

The Contractor Lead assists the Individual to ensure the annual security training is recorded in the Talent Management System.

Input

Contact with the Contractor Lead (if applicable)

Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training Certificate (if applicable)

Talent Management System Data

VA Privacy and Information Security Awareness and Rules of Behavior Training Certificate

Output

Updated Talent Management System Data

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-03.03.14 Request Restoration of Access

Previous Activities

CONB-03.03.12 Training Recorded in TMS?

Or

CONB-03.03.13 Ensure Training Recorded in TMS

Next Activities

CONB-03.03.15 Approve Restoration of Access

Description

The Contractor Lead requests restoration of access to the appropriate level within the VA System for the Individual.

Included in the request for restoration of access is verification from the Contracting Officer's Representative that the Individual's completion of annual security requirements is recorded in Talent Management System.

Input

Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training Certificate (if applicable)

Talent Management System Data

VA Privacy and Information Security Awareness and Rules of Behavior Training Certificate

Output

Request of Restoration of Access

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-03.03.15 Approve Restoration of Access**Previous Activities**

CONB-03.03.14 Request Restoration of Access

Next Activities

CONB-03.03.16 Restore Access

Description

The Contracting Officer Representative submits a Service Desk ticket showing approval for restoration of the Individual's access to the appropriate level.

Input

Request of Restoration of Access

Output

Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Service Desk Ticketing System

More Info

Activity Name: CONB-03.03.16 Restore Access

Previous Activities

CONB-03.03.15 Approve Restoration of Access

Next Activities

CONB-03.01 Monitor Status

Description

IT Operations and Services (ITOPS) Point of Contact, frequently IT Operations, restores access for the Individual and closes the Service Desk Ticket.

Input

Service Desk Ticket

Output

Restored Access for the Individual

Updated/Closed Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

IT Operations and Services Point of Contact

Accountable Role

IT Operations and Services Point of Contact

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-03.04 Terminate?

Previous Activities

CONB-03.02 Change in Status?

Next Activities

If 'Yes':

CONB-04 Complete Off-Boarding

Or

If 'No':

CONB-03.05 Update TMS Profile

And

CONB-03.06 Verify Computer Access Permissions

And

CONB-03.07 Verify Required Risk Level

Description

The contractor lead upon determining a change in status determines if the individual should be terminated (Yes) or not terminated (No).

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.05 Update TMS Profile

Concurrent Activities

CONB-03.06 Verify Computer Access Permissions

And

CONB-03.07 Verify Required Risk Level

Previous Activities

CONB-03.04 Terminate?

Next Activities

CONB-03.08 Increase Position Risk Level?

Description

The Individual updates the Talent Management System (TMS) profile with new status, contact information, supervisor (Contracting Officer's Representative) contact information, etc. when changes occur.

Input

Notification to Individual to Update Talent Management System Profile

Talent Management System Profile

Output

Updated Talent Management System Profile

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

None Listed

Activity Name: CONB-03.06 Verify Computer Access Permissions

Concurrent Activities

CONB-03.05 Update TMS Profile

And

CONB-03.07 Verify Required Risk Level

Previous Activities

CONB-03.04 Terminate?

Next Activities

CONB-03.08 Increase Position Risk Level?

Description

The Contractor Lead verifies the computer access permissions associated with the Individual's change in status and submits an update using the User Provisioning tool and completes the section for Modifying Contractor User Account.

Input

Acquisition Requirements Package (Awarded Contract)

User Provisioning Request Form

Output

Updated User Provisioning Request Form

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Your IT Service Catalog

More Info

The User Provision Request Form is located in the Your IT Service Catalog.

Activity Name: CONB-03.07 Verify Required Risk Level

Concurrent Activities

CONB-03.05 Update TMS Profile

And

CONB-03.06 Verify Computer Access Permissions

Previous Activities

CONB-03.04 Terminate?

Next Activities

CONB-03.08 Increase Position Risk Level?

Description

The Contracting Officer Representative (COR) verifies the required position risk level associated with the Individual's change in status and notifies the Personnel Security Employee of a pending change in status for the Individual.

Input

Acquisition Requirements Package (Awarded Contract)

Output

Elevated Privilege Request Memorandum (if applicable)

Notification to Individual to Update Talent Management System Profile

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Position Designation Automated Tool (PDAT)

VA Talent Management System (TMS)

More Info

If the contract or task order requires all individuals to have the same Position Designation System and Automated Tool Level of Access, this activity does not apply.

Activity Name: CONB-03.08 Increase Position Risk Level?

Previous Activities

CONB-03.05 Update TMS Profile

AND

CONB-03.06 Verify Computer Access Permissions

AND

CONB-03.07 Verify Required Risk Level

Next Activities

If 'Yes':

CONB-03.09 Increase Position Risk Level

Or

If 'No':

CONB-03.01 Monitor Status

Description

The Contracting Officer Representative determines if increased position risk level is required (Yes) or not required (No)

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.09 Increase Position Risk Level

Previous Activities

CONB-03.08 Increase Position Risk Level?

Next Activities

CONB-03.09.01 Update and Forward Staff Roster

Description

The process map for Increase Position Risk Level cycles through the following dependent activities:

- Update and Forward Staff Roster
- Review Current Status
- Update e-QIP
- Complete Background Investigation
- Upload BI Results
- Notify Contractor Lead of Unfavorable BI
- Update PIV Card
- Update Electronic Access

Activity Name: CONB-03.09.01 Update and Forward Staff Roster

Previous Activities

CONB-03.09 Increase Position Risk Level

Next Activities

CONB-03.09.02 Review Current Status

Description

The Contractor Lead receives notice from the Individual of completion of mandatory training in the Talent Management System (TMS) and updates the Contractor Staff Roster.

Input

Contractor Staff Roster

CRISP Screening Checklist

Notification to Individual of Required Actions and Timeframe's

Notification to Contractor Lead of Completion of Training

Output

Updated and Forwarded Contractor Staff Roster

Updated CRISP Screening Checklist

Associated Artifacts

CRISP Screening Checklist

Contractor Staff Roster Template

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-03.09.02 Review Current Status

Previous Activities

CONB-03.09.01 Update and Forward Staff Roster

Next Activities

CONB-03.09.03 Update e-QIP

Description

The Contracting Officer Representative (COR) reviews the current status of progress for the Background Investigation process, required documents for the Background Investigation, and mandatory training completion.

Input

Contractor Staff Roster

CRISP Screening Checklist

Personnel Investigations Processing System Result (E-mail)

Talent Management System Training Certificates

Training Compliance - Deficiency Report

Output

Updated Contractor Staff Roster

Updated CRISP Screening Checklist

Associated Artifacts

CRISP Screening Checklist

Contractor Staff Roster Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA Talent Management System (TMS)

VA-Personnel Security Adjudication Center Resource Site

More Info

In order to access the TMS the COR, or designee, completes a VA TMS Managed Self Enrollment Administrators Training Course.

The PIPS System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-03.09.03 Update e-QIP

Previous Activities

CONB-03.09.02 Review Current Status

Next Activities

CONB-03.09.03.01 Request e-QIP Questionnaire Completion

Description

The process map for Update e-QIP cycles through the following dependent activities:

- Request e-QIP Questionnaire Completion
- Submit Updated e-QIP
- Conduct QC eQIP Signature Pages

Activity Name: CONB-03.09.03.01 Request e-QIP Questionnaire Completion

Previous Activities

CONB-03.09.03 Update e-QIP

Next Activities

CONB-03.09.03.02 Submit Updated e-QIP

Description

The Personnel Security Specialist creates access for an individual in the Electronic Questionnaires for Investigations Processing (e-QIP) system. The Personnel Security Specialist e-mails a Request to Complete e-QIP Forms to the Individual.

Input

Contract Employee: Background Investigation Request Worksheet

OPM Form OF306, Declaration for Federal Employment

Output

E-mail Request to Complete e-QIP Form

Associated Artifacts

Contract Employee: Background Investigation Request Worksheet Template

OPM Form OF306-Declaration for Federal Employment Template

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

VA-Personnel Security Adjudication Center Resource Site

More Info

None Listed

Activity Name: CONB-03.09.03.02 Submit Updated e-QIP

Previous Activities

CONB-03.09.03.01 Request e-QIP Questionnaire Completion

Next Activities

CONB-03.09.03.03 Conduct QC e-QIP Signature Pages

Description

The Individual updates the Electronic Questionnaire for Investigations Processing (e-QIP) online form, certifies and prints the required e-QIP signature pages [Certification (CER), Release (REL), and Medical Release (MEL), as appropriate]. The Individual is instructed to complete e-QIP within five business days of receipt of the notice from the Personnel Security Specialist.

The Individual then sends via e-mail, mail service, or faxes the e-QIP signature pages to the Contracting Officer Representative to upload into the e-QIP system.

Input

E-mail Request to Complete e-QIP Forms

Output

Electronic Questionnaire for Investigations Processing (e-QIP) Form

Signature Pages [Certification (CER), Release (REL) and Medical Release (MEL), as appropriate]

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

More Info

None Listed

Activity Name: CONB-03.09.03.03 Conduct QC e-QIP Signature Pages

Previous Activities

CONB-03.09.03.02 Submit Updated e-QIP

Next Activities

CONB-03.09.04 Withdraw?

Description

The Personnel Security Specialist reviews the Electronic Questionnaire for Investigations Processing (e-QIP) submission and the documentation required to accompany the investigation. If the Personnel Security Specialist identifies errors or omissions in the e-QIP package, the

Personnel Security Specialist rejects the package, using the e-QIP system, and notifies the Individual by e-mail of the need for corrections. Corrections need to be made within two days.

The Personnel Security Specialist uploads the signature pages to the Office of Personnel Management (OPM) within three business day of receipt of signature pages from the Individual. The Personnel Security Specialist saves the signature pages in a local auditable security file repository. The investigation is scheduled by OPM.

If the Personnel Security Specialist does not receive the signature pages within 14 days, the e-QIP Questionnaire is cancelled.

Input

Signature Pages [Certification (CER), Release (REL) and Medical Release (MEL), as appropriate]

Output

Uploaded Signature Pages [Certification (CER), Release (REL) and Medical Release (MEL), as appropriate] and supporting documents

Associated Artifacts

None Listed

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

VA-Personnel Security Adjudication Center Resource Site

More Info

None Listed

Activity Name: CONB-03.09.04 Withdraw?

Previous Activities

CONB-03.09.03.03 Conduct QC e-QIP Signature Pages

Next Activities

If 'Yes':

CONB-04 Complete Off-Boarding

Or

If 'No':

CONB-03.09.05 Complete Background Investigation

Description

The Personnel Security Specialist determines whether to withdraw the candidate's application (Yes) or continue with the BI (No).

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.09.05 Complete Background Investigation**Previous Activities**

CONB-03.09.04 Withdraw?

Next Activities

CONB-03.09.06 Upload BI Results

Description

The Personnel Security Specialist adjudicates the Background Investigation, signs off on the Certificate of Investigation (COI), and notifies the Contracting Officer's Representative (COR) of final adjudication and provides a copy of the Certificate of Investigation to the COR.

Input

Certificate of Investigation

Output

Recorded Adjudication in Personnel Investigation Processing System (PIPS)

Signed Certificate of Investigation

Associated Artifacts

None Listed

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

Contracting Officer Representative

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The PIPS System is a restricted access system only accessible by authorized personnel.

No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-03.09.06 Upload BI Results

Previous Activities

CONB-03.09.05 Complete Background Investigation

Next Activities

CONB-03.09.07 Unfavorable BI?

Description

The Personnel Security Specialist uploads results of the Background Investigation into the Personnel Investigations Processing System (PIPS).

Input

Certificate of Investigation

Output

Recorded Adjudication in Personnel Investigation Processing System (PIPS)

Signed Certificate of Investigation

Associated Artifacts

None Listed

Responsible Role

Personnel Security Specialist

Accountable Role

Personnel Security Specialist

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The PIPS System is a restricted access system only accessible by authorized personnel.

No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-03.09.07 Unfavorable BI?

Previous Activities

CONB-03.09.06 Upload BI Results

Next Activities

If 'Yes':

CONB-03.09.08 Notify Contractor Lead of Unfavorable BI

Or

If 'No':

CONB-03.09.09 Update PIV Card

And

CONB-03.09.10 Update Electronic Access

Description

The Contracting Officer Representative evaluates the BI to determine if Unfavorable (Yes) or Favorable (No).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.09.08 Notify Contractor Lead of Unfavorable BI

Previous Activities

CONB-03.09.07 Unfavorable BI?

Next Activities

CONB-04 Complete Off-Boarding

Description

The Contracting Officer Representative notifies the Contractor Lead of the background investigation (BI) determination received from the Personnel Security Specialist.

If the initial BI is unfavorable, the Contractor Lead initiates the off-boarding procedures.

If the initial BI is favorable, the routine monitoring and controlling of the Individual is begun.

Input

Recorded Adjudication in Personnel Investigation Processing System (PIPS)

Output

Unfavorable BI Notification

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-03.09.09 Update PIV Card

Concurrent Activities

CONB-03.09.10 Update Electronic Access

Previous Activities

CONB-03.09.07 Unfavorable BI?

Next Activities

CONB-03.09.09.01 Update PIV?

Description

The sub-process for Update PIV Card cycles through the following dependent activities:

- Request PIV Card Update
- Review and Approve PIV Request
- Schedule PIV Appointment
- Update PIV Card

Activity Name: CONB-03.09.09.01 Update PIV?

Previous Activities

CONB-03.09.09 Update PIV Card

Next Activities

If 'Yes':

CONB-03.09.09.02 Request PIV Card Update

Or

If 'No':

CONB-03.10 Unfavorable BI?

Description

The Contracting Officer representative determines if an updated PIV card is needed (Yes) or not (No).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.09.09.02 Request PIV Card Update

Previous Activities

CONB-03.09.09.01 Update PIV?

Next Activities

CONB-03.09.09.03 Review and Approve PIV Request

Description

The Contracting Officer Representative (COR) gathers and inputs the Individual's data in the online application form within VA PIV Enrollment Portal tool. There are five card types of PIV. The COR determines the appropriate type of card. Information on the card types is provided in the VA Card Types and Requirements document. The VA uses hard certificates for public key infrastructure as part of the PIV card. If the COR selects logical access for the individual, the PIV contains the hard certificate.

Since October 17, 2011, upon PIV card issuance, reissuance and renewal, VA-wide policy required a new Special Agreement Check (SAC) fingerprints. On October 5, 2017, the Assistant Secretary for Operations, Security, and Preparedness approved changing this and removing the requirement for a SAC upon PIV card replacement/reissuance and renewal.

Input

PIV Applicant Information for Employees and Contractors

PIV Sponsor Delegation of Authority Memorandum

Output

Completed PIV Applicant Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Field Administrative Services

Tools and Websites

PIV Appointment Scheduling Tool

PIV Badge Offices

PIV Card Management System

VA HSPD-12 Program, How to Get a VA ID Badge

VA PIV Enrollment Portal

More Info

The VA PIV Card Management System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-03.09.09.03 Review and Approve PIV Request

Previous Activities

CONB-03.09.09.02 Request PIV Card Update

Next Activities

CONB-03.09.09.04 Approve?

Description

The Field Administrative Services reviews the PIV Application Information for Employees and Contractors to ensure all information is complete and determines whether or not to approve the PIV Request.

Input

PIV Applicant Information for Employees and Contractors

Output

Reviewed PIV Applicant Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Field Administrative Services

Accountable Role

Field Administrative Services

Consulted Role

Contractor Lead

Informed Role

Individual

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

VA HSPD-12 Program, How to Get a VA ID Badge

VA PIV Enrollment Portal

More Info

Since October 17, 2011, upon PIV card issuance, reissuance and renewal, VA-wide policy required a new Special Agreement Check (SAC) fingerprints. On October 5, 2017, the Assistant Secretary for Operations, Security, and Preparedness approved changing this and removing the requirement for a SAC upon PIV card replacement/reissuance and renewal.

Activity Name: CONB-03.09.09.04 Approve?

Previous Activities

CONB-03.09.09.03 Review and Approve PIV Request

Next Activities

If 'YES':

CONB-03.09.09.05 Schedule PIV Appointment

Or

If 'NO':

CONB-03.09.09.01 Update PIV?

Description

If the Field Administrative Services determines the PIV Application Information for Employees and Contractors is approved (YES), it is sent to the individual to schedule a PIV appointment. If the Field Administrative Services determines the PIV Application Information for Employees and Contractors is incomplete and is not approved (NO), it is sent back to the COR for more information.

Responsible Role

Field Administrative Services

Accountable Role

Field Administrative Services

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.09.09.05 Schedule PIV Appointment

Previous Activities

CONB-03.09.09.04 Approve?

Next Activities

CONB-03.09.09.06 Update PIV Card

Description

Upon notification by the Field Administrative Services representative the Individual makes an appointment with the Personal Identity Verification (PIV) Office.

Input

Approved PIV Applicant Information for Employees and Contractors

Output

Scheduled Appointment with PIV Office

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

Contracting Officer Representative

Tools and Websites

Form I-9, Employment Eligibility Verification

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Badge Offices

VA HSPD-12 Program, How to Get a VA ID Badge

More Info

The Individual must provide two forms of acceptable personal identification at the PIV appointment. The USCIS Form I-9 is used as the list of acceptable documents for obtaining PIV.

Since October 17, 2011, upon PIV card issuance, reissuance and renewal, VA-wide policy required a new Special Agreement Check (SAC) fingerprints. On October 5, 2017, the Assistant Secretary for Operations, Security, and Preparedness approved changing this and removing the requirement for a SAC upon PIV card replacement/reissuance and renewal.

Activity Name: CONB-03.09.09.06 Update PIV Card**Previous Activities**

CONB-03.09.09.05 Schedule PIV Appointment

Next Activities

CONB-03.10 Unfavorable BI?

Description

The Personnel Security Specialist issues the Personal Identification Verification (PIV) card to the Individual.

Input

Identity Proofing Documents

PIV Applicant Information for Employees and Contractors

Output

Personal Identification Verification Card

Associated Artifacts

None Listed

Responsible Role

Public Key Infrastructure (PKI) Help Desk

Accountable Role

Public Key Infrastructure (PKI) Help Desk

Consulted Role

None Listed

Informed Role

Contractor Lead; Individual

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Badge Offices

PIV Card Management System

VA HSPD-12 Program, How to Get a VA ID Badge

More Info

The PIV Card Management System is a restricted access system only accessible by authorized personnel.

Since October 17, 2011, upon PIV card issuance, reissuance and renewal, VA-wide policy required a new Special Agreement Check (SAC) fingerprints. On October 5, 2017, the Assistant Secretary for Operations, Security, and Preparedness approved changing this and removing the requirement for a SAC upon PIV card replacement/reissuance and renewal.

Activity Name: CONB-03.09.10 Update Electronic Access**Concurrent Activities**

CONB-03.09.09 Update PIV Card

Previous Activities

CONB-03.09.07 Unfavorable BI?

Next Activities

CONB-03.09.10.01 Request Update to Electronic Access

Description

The sub-process for Update Electronic Access cycles through the following dependent activities:

- Request Update to Electronic Access
- Review Electronic Access Request
- Update Electronic Access
- Create/Update Remote Access Account
- Access Updated Resources

Activity Name: CONB-03.09.10.01 Request Update to Electronic Access

Previous Activities

CONB-03.09.10 Update Electronic Access

Next Activities

CONB-03.09.10.02 Approve?

Description

The Contractor Lead, or the designee, updates/modifies the Contractor access as required. The Contractor Lead opens the Your IT Service Catalog and then uses the Modify Contractor User Account to update information. The Contractor Lead, or the designee, makes the request within three business days of obtaining required information, proof of training and electronically signed VA Rules of Behavior, and fingerprint results (closed, no issues) for the Individual. The Contractor Lead, or the designee, contacts the National Service Desk or the local Help Desk to request access to the VA network, applicable applications/systems, and/or remote access (remote access is requested through the Information System Security Officer).

Input

Contractor Rules of Behavior

Information System Security Officer Notification

Information System Security Officer Locator

Personnel Investigations Processing System entry results

Talent Management System (TMS) Training Certificates

VA Form 0752, Confidentiality of Sensitive Information Non-Disclosure Agreement (if applicable)

VA Rules of Behavior

Output

Elevated Privilege Request Memorandum

Service Desk Ticket

Your IT Service Catalog User Provisioning Request Form

Associated Artifacts

VA Form 0752-Confidentiality of Sensitive Information Non-Disclosure Agreement Template

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

ISSO Locator List

ISSO Virtual Private Network Portal

Service Desk Ticketing System

VA Talent Management System (TMS)

Your IT Service Catalog

More Info

ISSOs may verify/audit COR files to ensure documentation of completion. Information in COR files includes: completed Contractor Rules of Behavior, Electronic Contractor Onboarding Access Request, Non-Disclosure Statement Form (if applicable), TMS training certificates, and the favorable Special Agreement Check adjudication decision. Use ISSO Locator List, or contact VA FSS ISO REQUESTS to identify ISSO. Encrypted e-mail to ISSO includes: Name, Responsible Project Manager or COR, and Global Address List properties. The COR provides a COR Appointment Letter to the ISSO upon request. Contractor Rules of Behavior may be found in VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior).

The PIV Card Management and PIPS Systems are restricted access systems only accessible by authorized personnel.

Activity Name: CONB-03.09.10.02 Approve?**Previous Activities**

CONB-03.09.10.01 Request Update to Electronic Access

Next Activities

If 'Yes':

CONB-03.09.10.03 Review Electronic Access Request

Or

If 'No':

CONB-03.09.10.01 Request Update to Electronic Access

Description

The Contracting Officer Representative reviews the electronic Contractor Onboarding Access Request Form for approval.

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.09.10.03 Review Electronic Access Request

Previous Activities

CONB-03.09.10.02 Approve?

Next Activities

CONB-03.09.10.04 Update Electronic Access

Description

The Enterprise Service Desk (ESD) reviews the request to determine if any separation of duty issues exists.

If the review reveals no known separation of duty issues, the ESD confirms with the Contracting Officer Representative (COR) that the network access will be completed.

For Individuals who access multiple sites, assurance to VA Directive 6500 compliance can be provided by the Information System Security Officer (ISSO) of record for the contract. If elevated privileges are requested by the COR, then additional role based training and elevated rules of behavior needs to be completed. The ISSO makes a risk based decision for Individuals requiring elevated access on what level of initial access oversight is granted.

Input

JIT GFE Request Form

Service Desk Ticket

Output

Forwarded JIT GFE Request Form

Updated Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

Contractor Lead

Tools and Websites

Service Desk Ticketing System

Your IT Service Catalog

More Info

None Listed

Activity Name: CONB-03.09.10.04 Update Electronic Access**Previous Activities**

CONB-03.09.10.03 Review Electronic Access Request

Or

CONB-03.09.10.08 Access Successful?

Next Activities

CONB-03.09.10.05 Remote Access?

Description

The Enterprise Service Desk (ESD) updates network, application systems and/or remote access by reviewing request form and adding the user and requested options into the appropriate system(s). The ESD generally uses the service desk ticketing system. The ESD notifies the Contracting Officer Representative (COR) and copies the Facility Chief Information Officer

(FCIO), or designee, and Information System Security Officer that the account has been established and password is available.

The task is closed and the EDS staff resolve/close the service desk ticket. The COR is notified that the request has been completed. ESD provides the Individual with instructions to access the Global Address List.

If elevated privileges are requested, an additional active directory account is needed and the individual is directed to the MyElevated Privileges Portal to complete the request.

Input

Your IT Service Catalog User Provisioning Request Form

Service Desk Ticket

Output

Active Directory Account

Instructions to Access the Global Address List (GAL)

Notice of Password (one time)

Notice to Contracting Officer's Representative

Updated/Resolved/Closed Service Desk Ticket

Updated Your IT Service Catalog User Provisioning Request Form

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

Contracting Officer Representative; Facility Chief Information Officer

Tools and Websites

Service Desk Ticketing System

Your IT Service Catalog

More Info

Integrated Campus Support (ICS) performs this function in some instances.

Activity Name: CONB-03.09.10.05 Remote Access?

Previous Activities

CONB-03.09.10.04 Update Electronic Access

Next Activities

If 'Yes':

CONB-03.09.10.06 Create / Update Remote Access Account

Or

If 'No':

CONB-03.09.10.07 Access Updated Resources

Description

The Enterprise Service Desk (ESD) reviews the request to verify if Remote Access is needed. This is a Yes, it is needed, or no, it is not needed per the request.

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.09.10.06 Create / Update Remote Access Account

Previous Activities

CONB-03.09.10.05 Remote Access?

Next Activities

CONB-03.09.10.07 Access Updated Resources

Description

The Enterprise Service Desk (ESD) creates the remote access account, or the ESD updates aspects of the user account for remote access once network access has been activated and the need for a remote account has been established. The ESD would only need to create the Remote Access Account if the initial request did not include this function. Updates are generally to the expiration date of the contractor for the period of performance of the contract, but can cover other changes such as name, address, phone contacts or other pertinent information on the request.

Input

Service Desk Ticket

Your IT Service Catalog User Provisioning Request Form

Output

Remote Access

Resolved/Closed Service Desk Ticket

Updated Your IT Service Catalog User Provisioning Request Form

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

Contractor Lead; Individual

Tools and Websites

Citrix Access Gateway

Rescue AnyConnect Virtual Private Network

Service Desk Ticketing System

Your IT Service Catalog

More Info

None Listed

Activity Name: CONB-03.09.10.07 Access Updated Resources**Previous Activities**

CONB-03.09.10.05 Remote Access?

Or

CONB-03.09.10.06 Create / Update Remote Access Account

Next Activities

CONB-03.09.10.08 Access Successful?

Description

Within one business day of receipt the Individual logs into system(s), updates Talent Management System (TMS) profile to ensure the Contracting Officer's Representative name is in the supervisor field (supervisor field in TMS) and e-mail addresses are correct. The Individual reviews the information in the Global Address List (GAL) (address and telephone number) and requests necessary changes through IT Operations and Services (ITOPS) Point of Contract if changes are required.

Input

Instructions to Access Global Address List (GAL)

Service Desk Ticket

Temporary VA Network Password

Output

Access VA Network

Global Address List Data for the Individual

Strong VA Network Password

Updated Service Desk Ticket

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Personnel Investigations Processing System (PIPS)

Service Desk Ticketing System

VA Talent Management System (TMS)

Your IT Service Catalog

More Info

The PIPS System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-03.09.10.08 Access Successful?

Previous Activities

CONB-03.09.10.07 Access Updated Resources

Next Activities

If 'Yes':

CONB-03.10 Unfavorable BI?

Or

If 'No':

CONB-03.09.10.04 Update Electronic Access

Description

The individual tests their access to see if successful (Yes) or not (No).

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.10 Unfavorable BI?

Previous Activities

CONB-03.09 Increase Position Risk Level

Next Activities

If 'Yes':

CONB-03.11 Complete Appropriate Action

Or

If 'No':

CONB-03.13 Increase Access

Description

The Contracting Officer Representative reviews the BI to determine if the BI is unfavorable and additional action must be taken (Yes) or if the BI is acceptable and access level can be increased (No).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-03.11 Complete Appropriate Action

Previous Activities

CONB-03.10 Unfavorable BI?

Next Activities

CONB-03.12 Update TMS Profile

Description

The Contractor Lead receives the notification from the Contracting Officer Representative, determines the appropriate action based on the Individual's unfavorable background investigation.

Input

Unfavorable Background Investigation Notification

Output

Appropriate Action Notification(s)

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

Activity Name: CONB-03.12 Update TMS Profile

Previous Activities

CONB-03.11 Complete Appropriate Action

Next Activities

CONB-03.01 Monitor Status

Description

If the Individual is notified that the Background Investigation is unfavorable, the Individual updates the Talent Management System (TMS) profile with any changes to status, contact information, supervisor contact information, etc.

If performance issues were found during the Background Investigation, the Contractor Lead is notified, and the Contracting Officer's Representative continues to monitor the Individual.

Input

Notification to Individual to Update Talent Management System Profile

Talent Management System Profile

Output

Updated Talent Management System Profile

Associated Artifacts

None Listed

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info**Activity Name: CONB-03.13 Increase Access****Previous Activities**

CONB-03.10 Unfavorable BI?

Next Activities

CONB-03.01 Monitor Status

Description

IT Operations and Services (ITOPS) Point of Contact, frequently IT Operations, increases access to the appropriate level in the appropriate systems residing on the VA network.

Input

Service Desk Ticket

Your IT Service Catalog User Provisioning Request Form

Output

Elevated Privilege Request Memorandum

Updated Access Levels

Associated Artifacts

None Listed

Responsible Role

IT Operations and Services Point of Contact

Accountable Role

IT Operations and Services Point of Contact

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

MyVA Elevated Privileges

Your IT Service Catalog

More Info

Further information on the Elevated Privilege Request is available from the Information System Security Officers (ISSOs).

Activity Name: CONB-04 Complete Off-Boarding**Previous Activities**

CONB-02.22 BI Results?

Or

CONB-03 Monitor and Control Access

Or

CONB-03.03.10 Take Training?

Or

CONB-03.09.08 Notify Contractor Lead of Unfavorable BI

Next Activities

CONB-04.01 Issues?

Description

The sub-process map for Complete Off-Boarding cycles through the following dependent activities:

- Notify COR of Change in Status
- Notify Contractor Lead to Direct Off-Boarding
- Direct Off-Boarding
- Return Items for Off-Boarding
- Accomplish Off-Boarding Local Actions
- Notify COR Local Off-Boarding Actions Complete
- Receive Notification PIV Card Turned In
- Coordinate Account Deactivations
- Deactivate PIV
- Deactivate Virtual Private Network
- Deactivate VA Network Accounts
- Complete Off-Boarding
- Hold Invoice Payment
- Communicate to Contractor Lead
- Validate Individual Removed from VA-PAS
- Archive Files
- Perform Emergent Off-Boarding

Activity Name: CONB-04.01 Issues?

Previous Activities

CONB-02 Complete On-Boarding

Or

CONB-03 Monitor and Control Access

Next Activities

If 'Yes':

CONB-04.19 Perform Emergent Off-Boarding

Or

If 'No':

CONB-04.02 Notify COR of Change in Status

Description

The Contractor Lead determines if there are issues that would require emergent off-boarding (Yes) or not (No).

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-04.02 Notify COR of Change in Status

Previous Activities

CONB-04.01 Issues?

Next Activities

CONB-04.03 Notify Contractor Lead to Direct Off-Boarding

Description

The Contractor Lead notifies the Contracting Officer's Representative (COR) of the need to change the status of an Individual.

The artifacts used as input to begin Off-Boarding vary widely depending on the reason for initiating the Off-Boarding.

Input

E-mail from Individual Requesting/Informing of Status Change (if applicable)

Notification of Deactivation (if applicable)

Notification of Non-Compliance for Annual Information Security Training Requirements (if applicable)

Output

Notification to the Contracting Officer's Representative of Change in Status

Associated Artifacts

None Listed

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-04.03 Notify Contractor Lead to Direct Off-Boarding**Previous Activities**

CONB-04.02 Notify COR of Change in Status

Next Activities

CONB-04.04 Direct Off-Boarding

And

CONB-04.05 Return Items for Off-Boarding

Description

The Contracting Officer Representative (COR) notifies the Contractor Lead to perform appropriate actions to Off-Board the Individual from the VA. The COR ensures that the Individual's account in the VA Talent Management System (TMS) is inactivated. The COR provides the direction by e-mail.

Input

Notification to the Contracting Officer's Representative of Change in Status

Output

Notification to the Contractor Lead of Off-Boarding Requirements

Associated Artifacts

None Listed

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Individual

Tools and Websites

None Listed

More Info

Each TMS domain within VA has a specific e-mail routing.

Activity Name: CONB-04.04 Direct Off-Boarding**Concurrent Activities**

CONB-04.05 Return Items for Off-Boarding

Previous Activities

CONB-04.03 Notify Contractor Lead to Direct Off-Boarding

Next Activities

CONB-04.06 Accomplish Off-Boarding Local Actions

Description

The Contractor Lead instructs the Individual to return, as applicable, government property including:

- Keys
- Equipment (laptops, hard drives, notebooks, tablets, thumb drives, smartphones, mobile devices, etc.)
- Parking Passes
- Personal Identity Verification (PIV) Card/Non-PIV Card/Local Identifications
- Sanitize non-Government Furnished Equipment
- Fitness Room equipment
- Sensitive data (paper or electronic) turn-in
- Library books
- etc.

Input

Notification to the Contractor Lead of Off-Boarding Requirements

Notification to the Contracting Officer's Representative of Change in Status

VA Form 0887, VA Government Property Loan Form (if applicable)

Output

VA Form 3248, Employees Clearance from Indebtedness (if applicable)

Contractor Off-boarding Checklist

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

VA Form 3248, Employees Clearance from Indebtedness can be completed electronically or manually. Also VA Form 3248 has multiple versions for the different locations and each location should select the appropriate location form.

Activity Name: CONB-04.05 Return Items for Off-Boarding

Concurrent Activities

CONB-04.04 Direct Off-Boarding

Previous Activities

CONB-04.03 Notify Contractor Lead to Direct Off-Boarding

Next Activities

CONB-04.06 Accomplish Off-Boarding Local Actions

Description

The Individual returns, or, as appropriate, turns in for destruction items in the manner directed by the Contractor Lead (i.e., turn in directly to the VA or turn in to the Contractor Lead to pass to the VA) within 24 hours of departing. If directed to return to the VA return to either the Contracting Officer Representative or Administrative Support Staff. Items include:

- Keys

- Equipment (laptops, hard drives, notebooks, tablets, thumb drives, government credit cards, smartphones, mobile devices, etc.)
- Parking Passes
- Personal Identity Verification (PIV) Card/ Local Identifications
- Sanitize non-Government Furnished Equipment (GFE) equipment
- Fitness Room equipment
- Sensitive data (paper or electronic) turn-in
- Library books
- etc.

Input

VA Form 0887, VA Government Property Loan Form

VA Form 3248, Employees Clearance from Indebtedness (if applicable)

Output

Updated VA Form 0887, VA Government Property Loan Form

Updated VA Form 3248, Employees Clearance from Indebtedness (if applicable)

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

VA Form 0887, VA Government Property Loan Form is updated in Part II - VA Property Return Receipt. Also, VA Form 3248 has multiple versions for the different locations and each location should select the one assigned by the Contracting Officer's Representative.

Activity Name: CONB-04.06 Accomplish Off-Boarding Local Actions

Previous Activities

CONB-04.05 Return Items for Off-Boarding

Next Activities

CONB-04.07 Notify COR Local Off-Boarding Actions Complete

Description

The Individual accomplishes local Off-Boarding actions and completes Off-Boarding. The Individual turns in Personal Identity Verification (PIV) Card and any remaining Government Furnished Equipment (GFE) or government property to the Contracting Officer's Representative when they are separated. The Individual certifies they managed data in accordance with VA regulations within 30 days of separation per VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program.

The Individual also must clear selected departments according to Site specific out processing procedures.

The Individual completes local Off-Boarding actions as directed by the Contract Lead, returning the PIV Card, any remaining GFE, and all other government property.

Input

Personal Identity Verification Card

VA Form 0887, VA Government Property Loan Form

VA Form 3248, Employees Clearance from Indebtedness

Output

Certification of Managed Data

Site Specific Checklist (if applicable)

Updated VA Form 0887, VA Government Property Loan Form

Updated VA Form 3248, Employees Clearance from Indebtedness

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

VA Form 0887, VA Government Property Loan Form is updated in Part II- VA Property Return Receipt. Also, VA Form 3248 has multiple versions for the different locations and each location should select the one assigned by the Contracting Officer's Representative.

Activity Name: CONB-04.07 Notify COR Local Off-Boarding Actions Complete

Previous Activities

CONB-04.06 Accomplish Off-Boarding Local Actions

Next Activities

CONB-04.08 Receive Notification PIV Card Turned In

And

CONB-04.09 Coordinate Account Deactivations

And

CONB-04.10 Deactivate PIV

And

CONB-04.11 Deactivate Virtual Private Network

And

CONB-04.12 Deactivate VA Network Accounts

Description

The Local Administrative Support notifies the Contracting Officer Representative (COR) whether the local actions are complete or incomplete (return of Government Furnished Equipment, Parking Passes, issued tokens, etc.) and forwards any VA Form 0887, VA Government Property Loan Form, Part II- VA Property Return Receipts to the COR. In the case of incomplete local actions an alert must be sent to the COR the same day.

The Local Administrative Support ensures the Personal Identification Verification (PIV) Database is updated if the PIV card record is returned.

Input

Personal Identity Verification Database Card Record
VA Form 0887, VA Government Property Loan Form

Output

Forwarded VA Form 0887, VA Government Property Loan Form
Notification to Contracting Officer's Representative
Updated Personal Identity Verification Database Card Record

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Local Administrative Support

Accountable Role

Local Administrative Support

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Personal Identity Verification Database

More Info

Local Administrative Support includes i.e., security and law enforcement, library, custodial officer, and Human Resources.

Activity Name: CONB-04.08 Receive Notification PIV Card Turned In**Concurrent Activities**

CONB-04.09 Coordinate Account Deactivations

And

CONB-04.10 Deactivate PIV

And

CONB-04.11 Deactivate Virtual Private Network

And

CONB-04.12 Deactivate VA Network Accounts

Previous Activities

CONB-04.07 Notify COR Local Off-Boarding Actions Complete

Next Activities

CONB-04.13 Complete Off-Boarding

Description

The Contracting Officer Representative (COR) receives notification from the Local Administrative Support when the Personal Identity Verification (PIV) Card is returned. The COR maintains the notification in the record for the Individual being off-boarded. The COR verifies the Individual has successfully completed off-boarding and returned all government property to include the PIV Card. If the Individual has not successfully completed Off-Boarding, the COR coordinates with the Contracting Officer to withhold the next invoice payment for the Contract until all government property is recovered.

Input

Forwarded VA Form 0887, VA Government Property Loan Form

Notification to Contracting Officer's Representative

Personal Identity Verification Database Card Record

Output

Contracting Officer's Representative Record (if applicable)

Notification to Release Payment

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Contractor Lead; Contracting Officer

Tools and Websites

Personal Identity Verification Database

More Info

None Listed

Activity Name: CONB-04.09 Coordinate Account Deactivations

Concurrent Activities

CONB-04.08 Receive Notification PIV Card Turned In

And

CONB-04.10 Deactivate PIV

And

CONB-04.11 Deactivate Virtual Private Network

And

CONB-04.12 Deactivate VA Network Accounts

Previous Activities

CONB-04.07 Notify COR Local Off-Boarding Actions Complete

Next Activities

CONB-04.13 Complete Off-Boarding

Description

The Contracting Officer Representative (COR) coordinates account deactivations (i.e., IT systems, special system access, government credit cards, Talent Management System Profile, VA Personnel Accountability System (VA-PAS), etc.) through appropriate organizations such as the National Help Desk. The COR completes the Disable Contractor User Account found in the Your IT Service Catalog tool to disable the account.

Input

VA Form 3248, Employees Clearance from Indebtedness (if appropriate)

Your IT Service Catalog Request Form

Output

Request to Deactivate Special System Access

Updated VA Form 3248, Employees Clearance from Indebtedness

Updated Your IT Service Catalog Request Form

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Service Desk Ticketing System

VA Notification System

Your IT Service Catalog

More Info

VA Form 3248 has multiple versions for the different locations and each location should select the appropriate location.

When the individual's Talent Management Account is deactivated, the VA Personnel Accountability System is deactivated during the Education Data Repository data push every two weeks.

Activity Name: CONB-04.10 Deactivate PIV

Concurrent Activities

CONB-04.08 Receive Notification PIV Card Turned In

And

CONB-04.10 Deactivate PIV

And

CONB-04.11 Deactivate Virtual Private Network

And

CONB-04.12 Deactivate VA Network Accounts

Previous Activities

CONB-04.07 Notify COR Local Off-Boarding Actions Complete

Next Activities

CONB-04.13 Complete Off-Boarding

Description

The Personal Identity Verification (PIV) Office staff deactivates the PIV and Non-PIV card according to VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program guidance. The PIV staff verifies the Individual's PIV deactivation information is properly entered into the PIV Database.

Input

Personal Identity Verification Card

Personal Identity Verification Database Card Record

VA Form 3248, Employees Clearance from Indebtedness

Output

Deactivated Personal Identity Verification Card Record

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

PIV Office

Accountable Role

PIV Office

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Personal Identity Verification Database

More Info

None Listed

Activity Name: CONB-04.11 Deactivate Virtual Private Network**Concurrent Activities**

CONB-04.08 Receive Notification PIV Card Turned In

And

CONB-04.09 Coordinate Account Deactivations

And

CONB-04.10 Deactivate PIV

And

CONB-04.12 Deactivate VA Network Accounts

Previous Activities

CONB-04.07 Notify COR Local Off-Boarding Actions Complete

Next Activities

CONB-04.13 Complete Off-Boarding

Description

The Information System Security Officer (ISSO) deactivates the Virtual Private Network (VPN) access for the Individual. The ISSO notifies the Just in Time Techs to take appropriate action

related to the Off-Boarding of the Individual. The ISSO notifies the owner/manager of all IT Systems to remove the Individual's access according to local policy.

Input

Your IT Service Catalog Request Form

Output

Notification to Just In Time Techs

Updates to Your IT Service Catalog Request Form

Associated Artifacts

None Listed

Responsible Role

Information System Security Officer

Accountable Role

Information System Security Officer

Consulted Role

Just in Time Techs

Informed Role

None Listed

Tools and Websites

Your IT Service Catalog

More Info

The User Provision and GFE User Request Forms are located in the Your IT Service Catalog Portal.

Activity Name: CONB-04.12 Deactivate VA Network Accounts

Concurrent Activities

CONB-04.08 Receive Notification PIV Card Turned In

And

CONB-04.09 Coordinate Account Deactivations

And

CONB-04.10 Deactivate PIV

And

CONB-04.11 Deactivate Virtual Private Network

And

CONB-04.12 Deactivate VA Network Accounts

Previous Activities

CONB-04.07 Notify COR Local Off-Boarding Actions Complete

Next Activities

CONB-04.13 Complete Off-Boarding

Description

The Enterprise Service Desk deactivates VA network accounts upon receiving notification from the Contracting Officer's Representative (COR). The Enterprise Service Desk notifies the COR when the action is completed.

Input

Notification from the Contracting Officer's Representative

Your IT Service Catalog Request Form

Output

Notification of Deactivation of Network, Virtual Private Network and Special System Access

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Your IT Service Catalog

More Info

The User Provision and GFE User Request Forms are located in the Your IT Service Catalog Portal.

Activity Name: CONB-04.13 Complete Off-Boarding**Previous Activities**

CONB-04.08 Receive Notification PIV Card Turned In

Or

CONB-04.09 Coordinate Account Deactivations

Or

CONB-04.10 Deactivate PIV

Or

CONB-04.11 Deactivate Virtual Private Network

Or

CONB-04.12 Deactivate VA Network Accounts

Next Activities

CONB-04.14 Items Returned?

Description

The Individual turns in the VA Form 3248, Employees Clearance from Indebtedness and any other applicable out-processing paperwork to the person designated by local out-processing procedures.

Input

VA Form 3248, Employees Clearance from Indebtedness (if applicable)

Output

Completed VA Form 3248, Employees Clearance from Indebtedness (if applicable)

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

VA Form 3248, Employees Clearance from Indebtedness can be completed electronically or manually. Also VA Form 3248 has multiple versions for the different locations and each location should select the appropriate location.

Activity Name: CONB-04.14 Items Returned?

Previous Activities

CONB-04.13 Complete Off-Boarding

Next Activities

If 'Yes':

CONB-04.15 Hold Invoice Payment

Or

If 'No':

CONB-04.16 Communicate to Contractor Lead

Description

The Contracting Officer Representative determines if all items are returned (Yes) or not (No).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Activity Name: CONB-04.15 Hold Invoice Payment

Previous Activities

CONB-04.14 Items Returned?

Next Activities

CONB-04.16 Communicate to Contractor Lead

Description

The Contracting Officer Representative (COR) receives the VA Form 3248, Employees Clearance from Indebtedness, if applicable, electronically and reviews and completes for final off-boarding. If there are still items to be returned by the Contractor the COR is authorized to withhold payment until the items are returned. The COR will update the Invoice Payment Processing System (IPPS) to reflect the payment is being withheld. The COR needs to coordinate with the Contractor Lead to ensure the items in question are returned and informs them that payment is being withheld until all items are returned.

Input

Individual's Files (if applicable)

Invoice Payment Processing System Invoice

VA Form 3248, Employees Clearance from Indebtedness

Output

Updated Individual's Files (if applicable)

Updated Invoice Payment Processing System Invoice

Updated VA Form 3248, Employees Clearance from Indebtedness

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

Contracting Officer

Tools and Websites

Invoice Payment Processing System

More Info

None Listed

Activity Name: CONB-04.16 Communicate to Contractor Lead**Previous Activities**

CONB-04.15 Hold Invoice Payment

Next Activities

CONB-04.17 Validate Individual Removed from VANS

Description

The Contracting Officer Representative (COR) informs the contractor lead once items are returned that payment is being processed. In addition to the VA Form 3248 the COR uses the Invoice Payment Processing System (IPPS) to authorize payment of the final invoice.

Input

Individual's Files (if applicable)

VA Form 3248, Employees Clearance from Indebtedness

Output

Updated Individual's Files (if applicable)

Updated VA Form 3248, Employees Clearance from Indebtedness

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Invoice Payment Processing System

More Info

None Listed

Activity Name: CONB-04.17 Validate Individual Removed from VANS**Previous Activities**

CONB-04.14 Items Returned?

Or

CONB-04.16 Communicate to Contractor Lead

Next Activities

CONB-04.18 Archive Files

Description

The Contracting Officer Representative (COR) validates that the VA Notification System (VANS) information for the individual has been removed after the individual has been removed from the Talent Management System. If the information has not been removed, the COR contacts the Human Resource Representative to manually deactivate the profile data.

Input

Individual File

VA Form 3248, Employees Clearance from Indebtedness

Output

Archived Individual File (if applicable)

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Notification System

More Info

If you experience any problems disabling the account contact the help desk at 1-855-673-4357.

Activity Name: CONB-04.18 Archive Files

Previous Activities

CONB-04.17 Validate Individual Removed from VANS

Or

CONB-04.19.14 Maintain Record of Emergent Off-Boarding

Next Activities

Process Ends

Description

The Contracting Officer Representative receives the VA Form 3248, Employees Clearance from Indebtedness, if applicable, electronically and completes off-boarding by archiving the Individual's files.

Input

Individual's Files (if applicable)

VA Form 3248, Employees Clearance from Indebtedness

Output

Archived Individual Files (if applicable)

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

VA Form 3248 has multiple versions for the different locations and each location should select the appropriate form.

Activity Name: CONB-04.19 Perform Emergent Off-Boarding**Previous Activities**

CONB-04.01 Issues?

Next Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

And

CONB-04.19.02 Provide Recommended Actions

Description

The sub-process for Perform Emergent Off-Boarding cycles through the following dependent activities:

- Initiate Emergent Off-Boarding
- Provide Recommended Actions
- Deactivate VA Network Accounts
- Escort Off Premises
- Deactivate Virtual Private Network
- Conduct Emergent Off-Boarding
- Deactivate Physical Access
- Notify Individual to Return Government Property
- Coordinate Account Deactivations
- Return Government Property
- Ensure Government Property Returned
- Transfer Responsibility to Recover Property

- Hold Invoice Payment
- Maintain Record of Emergent Off-Boarding

Activity Name: CONB-04.19.01 Initiate Emergent Off-Boarding

Concurrent Activities

CONB-04.19.02 Provide Recommended Actions

Previous Activities

CONB-04.19 Perform Emergent Off-Boarding

Next Activities

CONB-04.19.03 Deactivate VA Network Accounts

And

CONB-04.19.04 Escort Off Premises

And

CONB-04.19.05 Deactivate Virtual Private Network

And

CONB-04.19.06 Conduct Emergent Off-Boarding

And

CONB-04.19.07 Deactivate Physical Access

And

CONB-04.19.08 Notify Individual to Return Government Property

And

CONB-04.19.09 Coordinate Account Deactivations

Description

When the Contracting Officer Representative (COR) receives notice of a situation with an Individual from the appropriate (depending on the situation) VA personnel, the COR determines the need for and initiates emergent off-boarding.

The COR immediately notifies the Information System Security Officer (ISSO), the IT Operations and Services (ITOPS) Point of Contact (Network Security Operations Center in after-hours/emergency situations), and Law Enforcement of the need to emergently off-board the Individual and obtain Government Furnished Equipment and other VA issued property [including Personal Identity Verification (PIV) card, keys, etc.].

The COR ensures the Individual account in the VA Talent Management System is inactivated.

Input

Incident Report

Contracting Officer's Representative Statement

VA Form 0887, VA Government Property Loan Form

Output

VA Form 0923, Serious Incident Report (if applicable)

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 0923-Serious Incident Report Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Talent Management System (TMS)

More Info

VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program includes Individual requirements which if not fulfilled, might initiate emergent off-boarding of an Individual, for instance:

- Failure to immediately report a security incident
- Theft or break-in or other criminal activity

Activity Name: CONB-04.19.02 Provide Recommended Actions

Concurrent Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

Previous Activities

CONB-04.01 Issues?

Next Activities

CONB-04.19.03 Deactivate VA Network Accounts

And

CONB-04.19.04 Escort Off Premises

And

CONB-04.19.05 Deactivate Virtual Private Network

And

CONB-04.19.06 Conduct Emergent Off-Boarding

And

CONB-04.19.07 Deactivate Physical Access

And

CONB-04.19.08 Notify Individual to Return Government Property

And

CONB-04.19.09 Coordinate Account Deactivations

Description

The Information System Security Officer provides recommended actions to the Contracting Officer's Representative and Security and Investigations Center and sends the Notification to the IT Operations and Services (ITOPS) Point of Contact to Deactivate Network Access if appropriate.

Input

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

VA Form 0887, VA Government Property Loan Form

Output

Notification to IT Operations and Services (ITOPS) Point of Contact to Deactivate Network Access

Recommendations to Contracting Officer's Representative and Security and Investigations Center

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Information System Security Officer

Accountable Role

Information System Security Officer

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-04.19.03 Deactivate VA Network Accounts

Concurrent Activities

CONB-04.19.04 Escort Off Premises

And

CONB-04.19.05 Deactivate Virtual Private Network

And

CONB-04.19.06 Conduct Emergent Off-Boarding

And

CONB-04.19.07 Deactivate Physical Access

And

CONB-04.19.08 Notify Individual to Return Government Property

And

CONB-04.19.09 Coordinate Account Deactivations

Previous Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

Or

CONB-04.19.02 Provide Recommended Actions

Next Activities

CONB-04.19.10 Return Government Property

Description

The Enterprise Service Desk deactivates access to all individual systems residing on the VA network and notifies Contracting Officer's Representative of completion.

Input

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

Recommendations to Contracting Officer's Representative and Security and Investigations Center

VA-Personnel Accountability System (VA-PAS) Data

Your IT Service Catalog Request Form

Output

Notification to Contracting Officer's Representative from IT Operations and Services (ITOPS) Point of Contact

Associated Artifacts

None Listed

Responsible Role

Enterprise Service Desk

Accountable Role

Enterprise Service Desk

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

VA Notification System

Your IT Service Catalog

More Info

Only the Human Resource Representative can deactivate VA Personnel Accountability System data.

Activity Name: CONB-04.19.04 Escort Off Premises

Concurrent Activities

CONB-04.19.03 Deactivate VA Network Accounts

And

CONB-04.19.05 Deactivate Virtual Private Network

And

CONB-04.19.06 Conduct Emergent Off-Boarding

And

CONB-04.19.07 Deactivate Physical Access

And

CONB-04.19.08 Notify Individual to Return Government Property

And

CONB-04.19.09 Coordinate Account Deactivations

Previous Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

Or

CONB-04.19.02 Provide Recommended Actions

Next Activities

CONB-04.19.10 Return Government Property

Description

If necessary, Law Enforcement is contacted to escort Individual off the premises. Otherwise, the Contracting Officer Representative coordinates having the Individual escorted off the premises.

Law Enforcement or a designated official seizes and/or secures the Government Furnished Equipment.

Input

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

Notification to Contracting Officer's Representative from IT Operations and Services (ITOPS) Point of Contact

Recommendations to Sponsor and Security and Investigations Center

Output

Notification to Contracting Officer's Representative from Law Enforcement

Associated Artifacts

None Listed

Responsible Role

Law Enforcement

Accountable Role

Law Enforcement

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-04.19.05 Deactivate Virtual Private Network

Concurrent Activities

CONB-04.19.03 Deactivate VA Network Accounts

And

CONB-04.19.04 Escort Off Premises

And

CONB-04.19.06 Conduct Emergent Off-Boarding

And

CONB-04.19.07 Deactivate Physical Access

And

CONB-04.19.08 Notify Individual to Return Government Property

And

CONB-04.19.09 Coordinate Account Deactivations

Previous Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

Or

CONB-04.19.02 Provide Recommended Actions

Next Activities

CONB-04.19.10 Return Government Property

Description

The Network Security Operations Center disables remote access [Virtual Private Network (VPN), RESCUE, and Citrix Access Gateway] in after-hours/emergency situations and notifies the Information System Security Officer.

Input

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

Output

Notification of Network Access Deactivation

Associated Artifacts

None Listed

Responsible Role

Network and Security Operation Center (NSOC)

Accountable Role

Network and Security Operation Center (NSOC)

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

The Talent Management System profile is also deactivated.

Activity Name: CONB-04.19.06 Conduct Emergent Off-Boarding

Concurrent Activities

CONB-04.19.03 Deactivate VA Network Accounts

And

CONB-04.19.04 Escort Off Premises

And

CONB-04.19.05 Deactivate Virtual Private Network

And

CONB-04.19.07 Deactivate Physical Access

And

CONB-04.19.08 Notify Individual to Return Government Property

And

CONB-04.19.09 Coordinate Account Deactivations

Previous Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

Or

CONB-04.19.02 Provide Recommended Actions

Next Activities

CONB-04.19.10 Return Government Property

Description

The Information System Security Officer (ISSO) conducts emergent Off-Boarding actions to ensure access to sensitive data, networks (to include the Virtual Private Network) and systems is deactivated. The ISSO notifies the IT Operations and Services (ITOPS) Point of Contact to take appropriate action related to the Off-Boarding of the Individual. The ISSO notifies the owner/manager of all IT Systems to remove the Individual's access according to local policy.

Input

Incident Report

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

Contracting Officer's Representative Statement

VA Form 0887, VA Government Property Loan Form

VA Form 0923, Serious Incident Report (if applicable)

Output

Notification to IT Operations and Services (ITOPS) Point of Contact

Updated Incident Report

Updated VA Form 0923, Serious Incident Report (if applicable)

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 0923-Serious Incident Report Template

Responsible Role

Information System Security Officer

Accountable Role

Information System Security Officer

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

Network Security Operations Center Remedy Portal

More Info

None Listed

Activity Name: CONB-04.19.07 Deactivate Physical Access

Concurrent Activities

CONB-04.19.03 Deactivate VA Network Accounts

And

CONB-04.19.04 Escort Off Premises

And

CONB-04.19.05 Deactivate Virtual Private Network

And

CONB-04.19.06 Conduct Emergent Off-Boarding

And

CONB-04.19.08 Notify Individual to Return Government Property

And

CONB-04.19.09 Coordinate Account Deactivations

Previous Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

Or

CONB-04.19.02 Provide Recommended Actions

Next Activities

CONB-04.19.10 Return Government Property

Description

The Personal Identity Verification (PIV) Office deactivates physical access by disabling the PIV and Non-PIV card according to VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program guidance. The PIV Office notifies Contracting Officer's Representative that the action is complete.

Input

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

Output

Notification that Personal Identity Verification has been Disabled

Associated Artifacts

None Listed

Responsible Role

PIV Office

Accountable Role

PIV Office

Consulted Role

None Listed

Informed Role

Contracting Officer Representative

Tools and Websites

Personal Identity Verification Database

Physical Access Control System

More Info

None Listed

Activity Name: CONB-04.19.08 Notify Individual to Return Government Property**Concurrent Activities**

CONB-04.19.03 Deactivate VA Network Accounts

And

CONB-04.19.04 Escort Off Premises

And

CONB-04.19.05 Deactivate Virtual Private Network

And

CONB-04.19.06 Conduct Emergent Off-Boarding

And

CONB-04.19.07 Deactivate Physical Access

And

CONB-04.19.09 Coordinate Account Deactivations

Previous Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

Or

CONB-04.19.02 Provide Recommended Actions

Next Activities

CONB-04.19.10 Return Government Property

Description

The Contracting Officer Representative notifies the Individual of the process for returning government property. The process varies depending on the emergent situation. Any property on

site, to include Personal Identity Verification (PIV) and Non-PIV Card, is collected before the Individual is escorted off the premises.

Input

VA Form 0887, VA Government Property Loan Form

Output

Notification of Process to Return Government Property

Updated VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

VA Form 0887, VA Government Property Loan Form is updated in Part II- VA Property Return Receipt

Activity Name: CONB-04.19.09 Coordinate Account Deactivations

Concurrent Activities

CONB-04.19.03 Deactivate VA Network Accounts

And

CONB-04.19.04 Escort Off Premises

And

CONB-04.19.05 Deactivate Virtual Private Network

And

CONB-04.19.06 Conduct Emergent Off-Boarding

And

CONB-04.19.07 Deactivate Physical Access

And

CONB-04.19.08 Notify Individual to Return Government Property

Previous Activities

CONB-04.19.01 Initiate Emergent Off-Boarding

Or

CONB-04.19.02 Provide Recommended Actions

Next Activities

CONB-04.19.10 Return Government Property

Description

The Contracting Officer Representative, coordinates account deactivations (i.e., IT systems, special system access, government credit cards, Talent Management System Profile, VA Personnel Accountability System (VA-PAS), etc.) through appropriate organizations such as the National Help Desk.

Input

VA Form 3248, Employees Clearance from Indebtedness (if appropriate)

Your IT Service Catalog Request Form

Output

Request to Deactivate Special System Access

Updated VA Form 3248, Employees Clearance from Indebtedness

Updated Your IT Service Catalog Request Form

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

Just in Time Techs

Informed Role

None Listed

Tools and Websites

Service Desk Ticketing System

VA Notification System

Your IT Service Catalog

More Info

The User Provisioning and GFE Request Form is located in the Your IT Service Catalog.

VA Form 3248 has multiple versions for the different locations and each location should select the appropriate location.

When the individual's Talent Management Account is deactivated, the VA Personnel Accountability System is deactivated during the EDR data push every two weeks.

Activity Name: CONB-04.19.10 Return Government Property

Previous Activities

CONB-04.19.03 Deactivate VA Network Accounts

Or

CONB-04.19.04 Escort Off Premises

Or

CONB-04.19.05 Deactivate Virtual Private Network

Or

CONB-04.19.06 Conduct Emergent Off-Boarding

Or

CONB-04.19.07 Deactivate Physical Access

Or

CONB-04.19.08 Notify Individual to Return Government Property

Or

CONB-04.19.09 Coordinate Account Deactivations

Next Activities

CONB-04.19.11 Ensure Government Property Returned

Description

The Individual returns any Government Property not already collected via the procedure outlined by the Contracting Officer's Representative (COR) within 24 hours.

The Contractor Lead is responsible for ensuring that all government property is collected from the Individual, all government property is returned to the appropriate VA personnel, and copies of receipts for turn-in of Government Furnished Equipment are provided to the COR.

Input

VA Form 0887, VA Government Property Loan Form

VA Form 3248, Employees Clearance from Indebtedness

Output

Returned Government Property

Updated VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Individual

Accountable Role

Individual

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

VA Form 0887, VA Government Property Loan Form is updated in Part II-VA Property Return Receipt.

Reference VA Form 3248, Employees Clearance from Indebtedness for a list of items that are to be returned.

VA Form 3248 has multiple versions for the different locations and each location should select the version assigned for the appropriate location.

Activity Name: CONB-04.19.11 Ensure Government Property Returned**Previous Activities**

CONB-04.19.10 Return Government Property

Next Activities

CONB-04.19.12 Transfer Responsibility to Recover Property

Description

The Contracting Officer Representative (COR) ensures that all Government Property is returned and forwards to the appropriate asset manager. The COR checks the Government Property by referencing the Government Furnished Equipment Records and out-processing checklist. The COR verifies the Individual has returned all Government Property to include Personal Identity Verification (PIV) and Non-PIV Card. If the Individual has not returned all Government Property to include PIV Card, the COR coordinates with the Contracting Officer to withhold the next invoice payment for the Contract until all government property is recovered. The COR ensures the Individual's account in the VA Talent Management System is inactivated.

Input

VA Form 0887, VA Government Property Loan Form

Output

Notification to Release Payment

Updated VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

Notification to Release Payment is made to the On-Line Certification System tool for Contracts.

VA Form 0887, VA Government Property Loan Form is updated in Part II-VA Property Return Receipt.

Activity Name: CONB-04.19.12 Transfer Responsibility to Recover Property

Previous Activities

CONB-04.19.11 Ensure Government Property Returned

Next Activities

CONB-04.19.13 Hold Invoice Payment

Description

The Contracting Officer Representative (COR) transfers the recovered government property to the appropriate office (i.e., Asset Management, Security Office, Personal Identity Verification Office, etc.). The COR reports any un-recovered government property to the appropriate office.

Input

VA Form 0887, VA Government Property Loan Form

Output

Notification to Appropriate Office

Updated VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-04.19.13 Hold Invoice Payment

Previous Activities

CONB-04.19.12 Transfer Responsibility to Recover Property

Next Activities

CONB-04.19.14 Maintain Record of Emergent Off-Boarding

Description

The Contracting Officer Representative receives the VA Form 3248, Employees Clearance from Indebtedness, if applicable, electronically and completes off-boarding by archiving the Individual's files.

Input

Individual's Files (if applicable)

VA Form 3248, Employees Clearance from Indebtedness

Output

Archived Individual Files (if applicable)

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

None Listed

Activity Name: CONB-04.19.14 Maintain Record of Emergent Off-Boarding

Previous Activities

CONB-04.19.13 Hold Invoice Payment

Next Activities

CONB-04.18 Archive Files

Description

The Contracting Officer Representative, maintains a record of the emergent Off-Boarding actions in an official folder which is archived at the end of the Off-Boarding process. The contents of the folder are dictated by official policy.

Input

Incident Report

Notification to Appropriate Office

VA Form 0887, VA Government Property Loan Form

VA Form 0923, Serious Incident Report (if applicable)

VA Form 3248, Employees Clearance from Indebtedness

Output

Archived Official Folder

Updated VA Form 3248, Employees Clearance from Indebtedness

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 0923-Serious Incident Report Template

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Consulted Role

None Listed

Informed Role

None Listed

Tools and Websites

None Listed

More Info

In VA Handbook 0730/2, reference Appendix B, Physical Security Requirements and Options for guidance.

VA Form 3248 has multiple versions for the different locations and each location should select the appropriate form.

END OF PROCESS